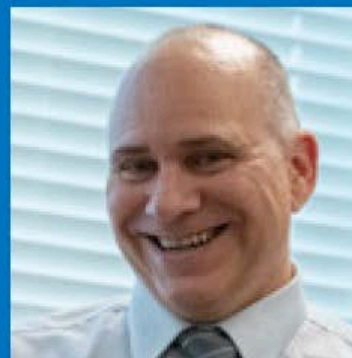
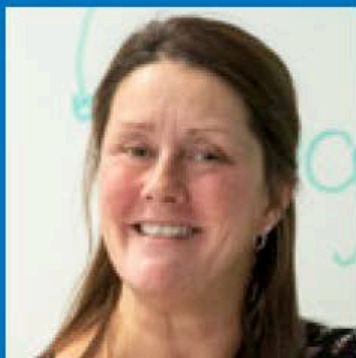




Three Rivers

COMMUNITY COLLEGE

Your College. Your Future.



2020-2021

Faculty Handbook

Faculty Handbook

Three Rivers Community College

During the pandemic, some on campus services to faculty and students may be modified or greatly curtailed. Please check via email or phone before coming to campus for a service while pandemic protocols are in place.

Welcome to Three Rivers Community College! This handbook serves as a comprehensive guide and ready resource for you, providing a wealth of information on the workings of the College.

Academic Dean's Message

The Three Rivers Community College Faculty Handbook is a guide for both full-and part-time faculty. Along with general information, it presents important policies and practices related to faculty life at Three Rivers Community College. The students we serve benefit greatly from the academic programs and caring environment created at Three Rivers Community College. Students appreciate and remember the personal ways in which faculty and staff members have made a positive difference in their lives. Faculty appreciate being active in the college governance and making significant contributions to the work of the college.

These policies serve as a source of information for new faculty and are intended to be reference tools for all faculty.

Continued best wishes,

Kem Barfield, Ed.D.
Interim Dean of Academic and Student Affairs

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ACADEMIC ADVISING

Jennifer Nally, Academic Advising Coordinator
(860) 215-9421
jnally@threerivers.edu

The advising system ensures each student receives individual help with educational and vocational problems, provides each student with advice from a professional with expertise in a particular subject and enables the professional staff to interact with individual students in matters not directly related to classroom performance. All students admitted to a degree or certificate program are assigned to an academic advisor early in their first semester. Students meet with their advisor before registration and at other intervals prior to their final semester. In the student's next to last semester, the academic advisor will complete a degree or certificate audit in order to verify that degree requirements have been met for graduation. Students initially admitted as Non-Degree who are interested in changing their status to degree-seeking may be assigned another advisor when they submit a Program/Advisor Change Form.

Advisors are members of the professional staff, usually full-time faculty members, whose backgrounds make them especially suitable to help students make academic and vocational choices. During the school year, the advisor helps the student select appropriate courses, based on the student's preference, previous records, and standardized test scores. The advisor provides information and assistance regarding program requirements, course content, academic policies, college transfer, and career planning. The advisor also discusses with the student the course of action to be taken when the student is ready to leave Three Rivers Community College. Students may change their advisor using the Program/Advisor Change form located on the Intranet via the link below.

<https://www.trcc.commnet.edu/wp-content/uploads/2017/06/programadvisorchangeform2-11-16.pdf>.

ACADEMIC CALENDAR

Three Rivers Community College follows an academic calendar with four terms per year: fall, winter, spring and summer, which is subject to change throughout the academic year. Refer to the web link for the most up-to-date version.

<https://www.threerivers.edu/about/academic-calendar/>

ACADEMIC DIVISION MEETINGS

Kem Barfield, Interim Dean of Academic and Student Affairs
(860) 215-9210
kbarfield@threerivers.edu

Division meetings are held monthly and chaired by a full-time faculty member that shall be elected by vote of all full-time faculty and staff of the Division. The function of the division meeting will be to ensure divisional communication and discussion of issues relevant to the division. Participation is welcomed by all members of the division. All full-time faculty and divisional staff may vote. Faculty Chair will be elected in May for the next academic year. Agenda items may be contributed by any full or part time member of the Academic Division.

ACADEMIC INTEGRITY

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

kbarfield@threerivers.edu

The effective operation of any organization is dependent on the honesty and goodwill of its members. In an organization devoted to the pursuit of knowledge, acting with integrity is essential to effective teaching and learning. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. To emphasize the importance of academic integrity, Three Rivers Community College adheres to the Student Conduct and Discipline Policy as provided by the Connecticut State College and Universities (CSCU) Board of Regents for Higher Education. Since collaboration is central to the learning community, Three Rivers wishes to emphasize that this policy is not intended to discourage collaboration when appropriate, approved, and disclosed.

A faculty member can review the policy and procedures regarding Academic Conduct on the College internet <https://catalog.threerivers.edu/content.php?catoid=6&navoid=319>.

Promoting Academic Integrity at Three Rivers

Faculty are encouraged to distribute and discuss the policy pertaining to academic conduct in their classes and are encouraged to include the following statement in their syllabi:

Academic integrity is essential to a useful education. Failure to act with academic integrity severely limits a person's ability to succeed in the classroom and beyond. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. In this class and in the course of your academic career, present only your own best work; clearly document the sources of the material you use from others; and act at all times with honor.

Faculty are encouraged to have students write and sign Honor Statements for assignments where they would be appropriate. For Example: "I have not given nor received any unauthorized assistance in completing this assignment." or "I assert that the work presented in this assignment is my own original effort." These assertions are intended to confirm the understanding between faculty and students that academic integrity is essential and not to imply a lack of integrity on the part of any student. Faculty should specify the consequences of failure or refusal to sign and may consider alternative means of affirming academic integrity.

ADD/DROP FORMS

Registrar's Office (860) 215-9064

tr-registrar@threerivers.edu

Add/drop forms are available from the Registrar's Office, on-line or from any Student Services Office. A copy of an add/drop form can be found in the Appendix.

Adding Courses

Students may add courses through the date shown in the academic calendar, provided there is an opening in the desired class and the student meets all prerequisites.

Dropping Courses

Students may drop courses up to the final drop date as specified in the academic calendar.

Courses dropped prior to or during the first two weeks of classes in a standard semester will not appear on the students transcript. Summer and winter sessions courses must be dropped prior to the beginning of the respective session.

ADDITIONAL RESPONSIBILITIES

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

kbarfield@threerivers.edu

As professionals, each teaching faculty member is expected to extend their services to meet other institutional needs related to the mission, goals, and priorities of the college and system. Each spring, full-time faculty members submit a proposal to the Academic Dean indicating the specific activities undertaken to meet their professional additional responsibilities (i.e. committee leadership, special project work, conference presentations). Please refer to your respective Collective Bargaining Agreement for a specific delineation of activities that fulfill the additional responsibilities commitment. Any faculty hired after July 1, 2017 are responsible for teaching 15 credits per semester and are not required to submit an additional responsibilities proposal.

ADMINISTRATIVE NOTATIONS

AU (Audit)

An administrative transcript notation for students auditing a course. Students not wishing credit may audit a course. This status will allow them to participate in class activities without being required to meet the examination requirements of the course. Students may ask to have papers critiqued, but faculty members are not required to grade an auditor's course work. Full tuition and fees are charged for courses audited. A student who wishes to audit a course must request this within the first four weeks of the course, using such a forms and procedures as the college may prescribe. Students auditing a course may not change to credit status.

F: This grade is reserved for students who have, in the judgment of the instructor, completed assignments and/or course activities throughout the term sufficient to make a normal evaluation of academic performance possible, but who have failed to meet course objectives.

UF (unearned F): This notation is awarded to students who were enrolled in a course, did not officially withdraw, but who failed to participate in course activities through the end of the term. It is used when, in the judgment of the instructor, completed assignments and/or course activities were insufficient to make normal evaluation of academic performance possible. Students who receive this notation will have reported on their behalf a "last date of participation" by the assigning faculty member. **When saved on the grade roster, this notation**

will immediately convert to a regular grade of F on the student's transcript. It will be punitive and count in the GPA. The UF notation is used for internal reporting and will not appear on the student's transcript.

I (Incomplete)

A temporary grade assigned by the faculty member when course work is missing and the student agrees to complete the requirements. The student and instructor both must sign a contract to permit an "incomplete" grade. The contract will denote what must be completed to resolve the "I" grade. The "I" must be resolved by the end of the 10th week of the next full academic semester (except summer) or it automatically converts to an "F" or "F#" for remedial courses.

P (Pass)

An administrative transcript notation for successful completion of courses taken on a pass/fail basis. Pass ("P") is a final grade awarded to a student who elects the P/F Option prior to the end of the 10th week of the fall or spring semester or prior to the completion of two-thirds of a summer session or module course. The "P" is not figured in the Grade Point Average, but it does count as a course attempted. The "F" is figured in the Grade Point Average. The Pass/Fail Option is not available for use on courses to be applied toward a technology degree or for courses in the Nursing Program. The P/F option is irrevocable.

TR (Transfer)

An administrative transcript notation in lieu of grade for courses accepted for credit completed at all institutions within the Connecticut state system of higher education and at all other regionally accredited collegiate institutions in accordance with policy adopted by the Connecticut State College and Universities (CSCU) Board of Regents for Higher Education

W (Withdrawal)

An administrative transcript notation used to indicate that a student is withdrawn from a course in accordance with the procedures prescribed by the college. Students may withdraw, in writing or by phoning the Registrar's Office directly, for any reason until the end of the 10th week of classes. Financial aid students withdrawing from any courses are advised to notify the Financial Aid office to understand the consequences of withdrawing.

Grades for Developmental Courses

Developmental courses do not carry grade points, and the credits assigned to these courses do not count toward the required credits necessary for graduation. Developmental courses are graded A#, B#, C#, D#, F# which can include plus (+) and minus (-) symbols. Developmental grades are not calculated in the Grade Point Average. Grades received and credits earned or not earned in developmental courses do not affect graduation honors in any way, positively or negatively.

ADMINISTRATIVE SERVICES DIVISION

Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005

sgoetchius@threerivers.edu

Chris Marceau, Administrative Assistant to Dean of Administration
(860) 215-9268
cmarceau@threeivers.edu

The administrative services division is comprised of a large variety of campus functions vital to the mission of the college. Departments under the supervision of the dean of administration include accounts receivable, the bookstore, budgeting and finance, the cashier's office, food services, human resources (HR), Information Technology (IT), maintenance, and public safety and security. Many of these areas have separate listings in this handbook. Contact information for services within the administrative division is provided in the appendix.

ADVISING/COUNSELING

(860) 215-9017
advising@threeivers.edu
<http://www.threeivers.edu/student-services/community-resources/>

The College's staff of professional counselors provides comprehensive and confidential services in the areas of academic, career, personal and special needs issues. Counselors are available to meet with enrolled students on a drop-in or appointment basis in the Welcome Center in Student Services.

ADVISING HOLDS

Kevin Kelly, Registrar
(860) 215-9325
kkelly@threeivers.edu

Advising holds are placed on all students in their first semester at TRCC. This includes new, transfer and re-admitted students. After advisement, holds are removed by following the steps below. This will enable the student to register online or in-person.

Releasing an Advising Hold:

1. Login to my.commnet.edu
2. Click on Banner Student and Faculty Self Service
3. Click on Faculty Advisor Services
4. Term Selection (select term), Click submit
5. Click on Advisee List
6. Change Student Set to All Advisees. Click submit
7. Find the student in your list of advisees
8. Click OK under "Release advising hold"
9. Confirm that the correct student was selected
10. Click Yes, Submit

ALCOHOL and DRUGS

Three Rivers is a “dry” campus and as such all alcoholic beverages are prohibited from the campus with the exception of those events where permission to serve alcohol is granted by the College’s president. The manufacture, distribution, sale, use, or possession of drug paraphernalia or illegal drugs is prohibited. Use or possession of a drug authorized by a medical prescription from a registered physician shall not be a violation. Students who willfully violate College policies and the law face disciplinary action as outlined in the Board of Trustees policy statement on Student Discipline. Faculty can consult the College catalog for further information.

APPEAL OF GRADES

The process for appeals should be followed through the appropriate chain of command. A student who wishes to appeal an awarded grade should **first** confer with the **faculty member** concerned within fifteen days of becoming aware of the grade. If the student is not satisfied with the outcome of that conference, the student should see the **program coordinator and/or department chair** and then, if not satisfied, may submit a written appeal to the Academic Dean, who will consult with the faculty member and the appropriate department chair. The appeals process is described in detail in the Review of Academic Standing section found in the **Student Rights Policy**.

BLACKBOARD

IT Help Desk (860) 215-9049 (day or night)

TR-DistanceLearning@threerivers.edu

Amanda Caffary, Educational Technology Specialist (860) 215-9295

Blackboard is a learning management system used by the college to conduct distance learning (online) courses but all Three Rivers instructors, whether or not the course is a distance learning course, may use Blackboard as a means for providing supplemental activities & materials for their courses. Access is gained by login to myCommNet. Students experiencing technical difficulties related to Blackboard Learn can contact the Educational Technology Department of the Information Technology Division.

BOOKSTORE

(860) 887-6842

<http://www.bkstr.com/threeriversccstore/home>

The TRCC Bookstore is operated by Follett Higher Education Group. Students are advised to bring their course schedule or registration form when purchasing books in person or when purchasing their textbooks online at efollett.com. Students receiving financial aid are to check with the financial aid office for availability of bookstore credit. The Bookstore provides new and used books, school supplies, clothing, computer software as well as other College items. Hours are posted in each semester’s class schedule booklet.

CAFETERIA

Food Services Manager (860) 215-9023

TR-foodservice@threerivers.edu

Services include hot meals, sandwiches, salads and a wide variety of fruit and desserts. Vending machines are also available. Faculty and staff can also contact the manager regarding catering for on-campus events. Hours of service are posted in the cafeteria.

CAMPUS MAP

<https://www.trcc.commnet.edu/about-us/campus-map/>

CAMPUS SAFETY

Administrative Services Division (860) 215-9002

Security Desk (860) 215-9053

There is campus security present at the college while classes are in session. In order to assist the College in its efforts to maintain a safe environment, the College relies on the awareness and involvement of the faculty, staff, and student body. Staff and students alike must assume responsibility for their own personal safety and the security of personal property. This can be done by applying simple, common sense rules.

- Lock vehicles when leaving them unattended.
- Do not leave valuable items in vehicles in plain view. Lock them in the trunk.
- When walking to a vehicle, walk with others.
- Have keys ready when returning to vehicle.
- Do not leave belongings unattended.
- Do not give personal information to strangers.
- If a crime is committed, report it to the College immediately.

The Dean of Administration, Information Technology, and Human Resources is also on staff to manage the College's contracted Campus Security Guard force and the internal security systems which protect students, staff, and faculty. The Dean is responsible for the administration of all College services related to: campus safety and security; parking and traffic control; environmental health and safety; protection of College property; and enforcement of all related College policies.

CHANGE OF ADDRESS/MARITAL STATUS

Human Resources – Faculty changes (860) 215-9060

langel@threerivers.edu

Registrar's Office – Student changes (860) 215-9064

TR-registrar@threerivers.edu

Faculty may change their address, phone number, and/or marital status by contacting the Human Resources (HR) Department. Students may obtain the necessary paperwork to change their address or marital status at the Registrar's Office or online.

CHILD DEVELOPMENT CENTER

The Three Rivers Child Development Center is currently open and being run by Little Learners, a local childcare company. For further information, please call 860-572-4411.

CLASS CANCELLATION BY INSTRUCTOR (INSTRUCTOR SICKNESS OR PERSONAL EMERGENCY)

Academic Division Office (860) 215-9011

After 5:00 p.m. please contact the Welcome Desk (860) 215-9016

In the event that you must cancel class due to sickness or personal emergency, please contact the Academic Division Office and contact your department chair to discuss how you intend to make up the class time. Most instructors choose to add time to the beginning or end of class; others plan a make-up class. Whichever method you choose, it must meet the needs of everyone in your class. The Academic Division Office does not contact your students when you cancel class. It is strongly recommended that instructors provide early warning for a cancellation by emailing the class and/or to establish an optional telephone tree.

Class Make-ups

You are responsible for making arrangements with your students to schedule make-up classes due to inclement weather or individual student circumstances. If the arrangements involve additional room use, you must make arrangements to ensure room availability.

CLASS ROSTER/ENROLLMENT

Faculty can access their class rosters/enrollments at any time by going to the following link <http://my.commnet.edu> and following these instructions:

- Select Search for Courses (right-hand side of screen)
- Select the appropriate term/semester
- Select Three Rivers Community College
- Select credit level
- Select get courses

CLOSING/DELAYS/EARLY RELEASES

(860) 215-9000

www.trcc.commnet.edu

College Closing

Notification of cancellation due to inclement weather, whether on-campus or at off-campus locations, will be available by telephone by 6:00 am for daytime classes and by 2:30 pm for evening classes by calling the College's main telephone at (860) 215-9000, pressing 1, and listening to the taped announcement. The College's website will also have announcements available by accessing the www.threerivers.edu home page. The myCommnet Alert Notification

System will also be used to deliver important information to students, faculty, and staff regarding weather-related class cancellations, via both email messages and text messages, to registered individuals. To register, log on to your myCommnet account at <http://my.commnet.edu/> and follow the link to myCommnet Alert. In addition, delays or further information will be announced on the following:

Radio Stations:

WBMW	106.5 FM - Ledyard
WICH	1310 AM/WCTY 97.7 FM – Norwich
WINY	1350 AM – Putnam
WNLC	1510 AM/WTYD - 100.9 FM - New London
WQGN	105.5 – Groton
WSUB	980 AM - New London
WVVE	102.3 FM/104.7 FM Stonington
WILI	1400 AM/i98.3 FM
WWRX	107.7
WTCI	96.5 FM
WRCH	100.5 FM
WZMX	93.7 FM
News Now	94.9
US Country	99.5

Television Stations:

Channel 3	WSFB – Hartford
Channel 4	WVIT 30 – Hartford/New Britain
Channel 8	WTNH – New Haven

If the location of an off-campus class is closed the TRCC class will not be held.

When the president directs that the college will be closed, employees are not expected to report to work, except when the president may require the attendance of employees in critical service positions such as maintenance and security and their supervisors. Employees who are not expected to report to work need not charge the time off to accrued leave balances. If the president authorizes cancellation of classes and scheduled educational activities for an entire day, the college will be closed.

Delayed Openings

Delayed openings are similar to college closings in that, with the exception of employees in critical service positions and their supervisors who may be required to report, staff members are not expected to report to work until the specified opening time and need not charge the time off to accrued leave balances. Employees who do not report to work by the specified opening time who are covered by a collective bargaining agreement that excuses late arrivals under specified conditions are entitled to the benefit of such provision. However, provisions for late arrival are to be measured from the beginning of the employee's shift. Employees who do not report to work

at all on a day when the college opening has been delayed will charge the entire shift to an appropriate leave balance.

Early Release

If the president directs an early release, the president shall indicate the time when the college will be closed for the day. Employees who are at work and who leave when the college closes need not charge the time remaining in their shift to an accrued leave balance. Employees whose scheduled work shifts have not begun when the president announces early release need not report to work; however, any time between the scheduled commencement of a shift and the time of college closing shall be charged to an accrued leave balance. Employees whose work shifts would not begin before the time of college closing need not charge the time to an accrued leave balance. Employees in critical service positions (e.g., snow and ice removal, facility security) and their supervisors may not be subject to the early release provisions of this policy.

COLLECTIVE BARGAINING AGREEMENT

See entry for “unions”

COLLEGE CONGRESS

Chair, elected yearly

The College Congress is the elective representative body of faculty and staff which acts a forum for discussion of policies and making recommendations to the President. This body meets monthly throughout the academic year and as otherwise needed. The faculty members of the College Congress, Faculty Senate, meet collectively with all faculty at least twice per semester to discuss and receive input on issues relevant to governance of the college. Staff members of the College Congress (Staff Senate) meet collectively with all staff members at least once per semester to discuss and receive input on issues relevant to governance of the college. The College Congress holds a College Forum where all members of the Congress shall meet collectively with the college community at least once per academic year to discuss and receive input on issues relevant to governance of the college.

COMPUTER LOGON – NET ID

IT Help Desk (860) 215-9049 (day or night)

TR-DistanceLearning@threeivers.edu

For a faculty member to log onto computers at the college, they need to follow the following procedure:

- User ID = Banner ID (Please be careful to follow the 01234567@trcc.commnet.edu format when logging in).
- Original Password = First 3 letters of birth month (first letter capitalized) + & + last 4 digits of SSN (ex: *Oct&6789*)
- Log on to: STARS

If you have been locked out, contact the CSCU Online Help Desk which is available 24/7 to support faculty and student password resets at 860-723-0221. If a faculty member or student is unable to reset their password via the Online Help Desk, they will have to come on campus with a photo ID for the TRCC IT department to reset their password. CSCU security policies prevent TRCC IT staff from resetting passwords over the phone.

COMPUTER USAGE

IT Help

(860) 215-9049 (day or night)

tr-servicedesk@threeivers.edu

All classrooms have been equipped with new technology. If you need individual training, contact the IT Help Desk to make arrangements.

All computer related resources and facilities at Three Rivers are under the jurisdiction of the Information Technology (IT) Department. Computers are to be used solely for legitimate and authorized academic and/or administrative purposes required in the performance of assigned duties/academic endeavors at TRCC. Computers are not to be used for personal (private or non-profit) work that is not specifically authorized by the written approval of the Dean of Information Technology or higher. Any unauthorized or illegitimate use of the computer system resources and/or facilities may necessitate disciplinary and/or legal action against the violators. More detailed information regarding the Conduct and Ethics for Use of Computer Resources is located in the Three Rivers Community College Catalog at www.trcc.commnet.edu.

DESK COPIES

See entry for “textbooks”

DIRECTIONS

Three Rivers Community College

574 New London Turnpike Norwich, CT 06360

(860) 215-9000

From New London:

Follow Route 32 to I-395. Take Exit 11.* (travel time approximately fifteen minutes)

From Groton/Mystic:

Follow I-95 south to Route 32 – Norwich. Take I-395 north to Exit 80.* (travel time approximately twenty-five minutes)

From Colchester and points West:

Follow Route 2 east until it merges with Route 32 south. Take Exit 28S onto I-395 south to Exit 11. Take a left at the end of the Exit ramp (Route 82 West Main Street).* (travel time approximately 23 minutes)

From Jewett City and points North:

Take I-395 south to Exit 11. Take a left at the end of the Exit ramp (Route 82 West Main Street).* (travel time approximately 20 minutes)

From Ledyard/Navy Sub-base area:

Follow Route 12 to the junction of route 2A. Take Route 2A (Mohegan Pequot Bridge) to I-395 north. Take Exit 11 east.* (travel time approximately 25 minutes)

*From All Points Above: Five lights down is New London Turnpike. Turn right, the Campus is about .2 miles on left.

DISABILITIES POLICY

See entry for “Institutional Policies”

DISABILITY SUPPORT SERVICES

Elizabeth Willcox (Students with Physical, Medical or Sensory Disabilities)

860-215-9289

ewillcox@threeivers.edu

Matt Liscum (Students with Learning Disabilities, Autism, Attention Deficit Disorder, and Psychiatric Disabilities)

(860) 215-9265

mliscum@threeivers.edu

Students with a documented disability are provided supportive service and accommodations to assist them with their academic objectives. Services are strictly confidential. Disability services may include individualized accommodations, advising, advocacy, counseling, technical assistant and referral information.

For questions regarding disability support services, please go to:

<https://www.trcc.commnet.edu/student-services/disability-services/>.

DISTANCE LEARNING

Amanda Caffary, Educational Technology Specialist (860) 215-9295

acaffary@threeivers.edu

See entry for “information technology”

EARLY PROGRESS ALERT

Jodi Calvert, Associate Dean of Student Services

(860) 215-9220

Progress Alert inside Blackboard is a means of connecting with your at-risk students. This process sends an email directly to the student experiencing academic and/or attendance challenges that may inhibit their success. A copy of the email is also sent to Student Services by putting Progress Alert in the cc and also in the subject line with the student ID. Please refer to link for Instructions on “how to” use Progress Alert: <https://www.trcc.commnet.edu/learning-resources/educational-technology/faculty-resources/faculty-blackboard/blackboard-progress-alert/>.

Once the Progress Alert email is sent, Student Services will also communicate with the student in

writing. The objective is to support students experiencing academic challenges by providing students with strategies and services to help them succeed. A list of resources and contact information will be sent with the letter from Student Services.

Recommended strategies to offer students include:

- Meet with the course instructor and obtain early, frequent and clear communication about their progress (first and foremost).
- Refer students to meet with their assigned academic advisor and to visit the Tutoring Center (TASC) for academic support.
- Meet with a counselor or advisor in the Advising and Counseling department.
- Encourage students to assess priorities and demands in their lives.
- Employ time management skills.

EARLY DISMISSALS

See entry for “closings/delays/early dismissals”

E-MAIL ACCOUNTS

IT Help

(860) 215-9049 (day and night)

TR-servicedesk@threerivers.edu

Every faculty and staff member will have an e-mail account created for them by the IT Division. This e-mail account should be used for all work-related correspondence and checked regularly for campus wide announcements.

EMERGENCIES IN THE CLASSROOM

In the event of a medical or other emergency in your classroom, please contact the security office at x55555 and assistance will be given according to the College Emergency Plan. Please refer to the link for specific procedures: (<https://www.trcc.commnet.edu/administration/administration-services/safety-security-info/emergency-action-plan/>)

EVALUATIONS

Administrative Evaluations of Faculty

Academic Division Office (860) 215-9011

All faculty members are evaluated by the Academic Dean, the Department Chair, or their designee on a regular basis. Each faculty member receives specific information regarding evaluations when scheduled to be evaluated in a particular semester. Adjunct faculty members are evaluated by appropriate personnel on a regularly scheduled basis. Full-time faculty may be asked to assist in the evaluation. Full-time faculty members are evaluated according to the terms in the collective bargaining agreement (union contract).

Student Evaluations of Faculty

Academic Division Office

(860) 215-9011

Student rating of instructors are conducted each semester. Faculty members are encouraged to utilize student evaluations as helpful feedback for continuous improvement of their instruction.

EVENING SERVICES

(860) 215-9016

Students can obtain general assistance in the evening when classes are in session in the Welcome Center, room A113. Staff can assist students with general information about the college as well as collect paperwork for college departments.

EXTRANET

<http://www.trcc.commnet.edu/>

The EXTRANET is an informational site for use by current Three Rivers students, faculty and staff. It contains a wide variety of links to help students, faculty and staff connect to and better understand the procedures, processes and platforms we use at the college. Please take a moment to explore the wealth of information located at this site.

FACILITIES RESERVATIONS

Faculty and staff members are eligible to reserve a room on campus for an event or special occasion. To reserve a room, visit TRCC's online reservation system at link provided below and be sure to submit your request at least 48 hours in advance.

<https://www.trcc.commnet.edu/administration/administrative-services/>

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Registrar's Office (860) 215-9064

TR-Registrar@threerivers.edu

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. The rights reside with the student (not the parent), regardless of age, once he or she enrolls at an institution of higher education. Only directory information can be released without a signed release from the student. Directory information includes; names & addresses, dates of attendance at the college, full vs. part-time status, awards and honors, and graduation date. For military recruiters only, telephone number, age, level of education and major can be released. The student has the right to decline to have even directory information disclosed to third parties by filling out an OPT_OUT form. This has some negative consequences so it should be discussed with the registrar.

If a student wants to give permission to talk to a third party (i.e. parent), they must file a disclosure document. A disclosure is a signed and dated document provided by the student to

authorize release of personally identifiable information (other than directory information). The release must specify the records to be disclosed, the purpose of the disclosure and to whom the information can be given to. This is kept on file in the registrar's office. There is a sample in the appendix.

For details and more information, please contact the Registrar's Office.

MIDTERM & FINAL GRADING PROCESS

<http://my.commnnet.edu>

GRADE ENTRY PROCEDURES

- Web site: <http://my.commnnet.edu/> (There is a link on the College's main web page)
- Enter your NET ID (12345678@trcc.commnnet.edu) and password
- Click on Banner Student & Faculty Self-Service
- Select TRCC if more than one college is listed
- Click on Faculty/Advisor Services
- Click on the downward arrow in the "Grading Students" box
- Double Click on "Enter Midterm Grades" or "Enter Final Grades" depending on grade period.
- Select a term
- Click on Submit

Please note the following when entering grades:

- If you assign an "incomplete" grade, you must submit completed incomplete form to the Academic Dean.
- Do not enter anything in the Last Attend Date or the Attendance Hours fields UNLESS enter a "UF" grade because the student stopped attending.
- If a student has not officially withdrawn you must assign a grade.
- There is a 30-minute time out. If you have not submitted grades within this time limit, you will need to re-enter all the grades. It is a good suggestion to hit the submit grade button every 20 minutes. This will save the grades you have already entered.
- Enter a grade for all students listed on the grade screen.
- If you have more than 25 students in your class, save your grades before you press the link at the top or bottom of the screen indicating #26 through the last student. This will bring you to the second page.
- Final grades are recorded when you press the SUBMIT key. Failure to press the SUBMIT key will cause all grades to be lost. Students will be able to view their grades when they are rolled to academic history once all grades are submitted. GPA's are not updated for students until all grades in all courses are submitted.

End of term processing requires that **ALL** grades from **ALL** courses be submitted and student transcripts cannot be released until end of term processing is completed. *Please note: the Office of the Public Records Administrator in Connecticut mandates that faculty grade books (hard copy or electronic) be retained for 5 years from the end of the semester.*

GRADE POINT AVERAGE (GPA)

The GPA is used to determine a student's standing in his or her class and in the College generally. Total grade points for a semester are calculated by multiplying the grade points allocated to each letter grade times the number of credits (in semester hours) assigned to each course attempted. The GPA is calculated by dividing the total number of grade points by the total number of credits earned, either in one semester or over the student's entire college career. For example:

MAT K109	B	3	X	3.0	=	9.0
ENG K101	A-	3	X	3.7	=	11.1
PSY K111	C	3	X	2.0	=	6.0
BIO K111	A	4	X	4.0	=	16.0
		13			=	42.1

This student's GPA would be 3.24 (42.1 divided by 13).

HOLIDAYS AND SCHEDULED CLOSINGS

See <http://catalog.threerivers.edu/content.php?catoid=5&navoid=294> for the most current version of the academic calendar.

HONORS PROGRAM

Todd Barry, Honors Program Coordinator
(860) 215-9406
tbarry@threerivers.edu

The TRCC honors program is designed to provide academically talented and motivated students an opportunity to develop their intellectual skills through challenging work that emphasizes critical and analytical thinking. In addition to developing advanced academic skills, students enrolled in the honors program benefit from the following:

- Early course registration
- Honors designation on transcripts
- Honors seminars and colloquia
- Invitation to special events and programs
- Personal letters of recommendation

HUMAN RESOURCES

See appendix for a table of current HR contacts and functions

INCOMPLETE GRADES

Academic Division Office (860) 215-9262

A temporary grade assigned by the faculty member when course work is missing and the student agrees to complete the requirements. The student and instructor both *must sign a contract* to

permit an "incomplete" grade. The Incomplete Contract can be found at <https://www.trcc.commnet.edu/intranet/trcc-web/academic-division-forms/>. The contract will denote what must be completed to resolve the "I" grade. The "I" must be resolved by the end of the tenth week of the next academic semester (except summer) or it automatically converts to an "F" or "F#" for remedial courses.

INFORMATION TECHNOLOGY (IT)

Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005

sgoetchius@threeivers.edu

IT Help Desk

tr-servicedesk@threeivers.edu

Days/Nights: (860) 215-9049

For computing questions, you may access the College's intranet (when on campus) at <https://www.trcc.commnet.edu/intranet-login-page-2/> and click on the IT Services link. The Information Technology Department is happy to help you enhance your pedagogy via technological tools.

Blackboard / Community College Self Help

Each course section (on campus and distance learning) identified with an instructor in Banner has an associated Blackboard shell. Entry to all course shells is via the myCommNet portal (<http://my.commnet.edu>). The faculty member's username is the Banner ID# followed by @trcc.commnet.edu. The faculty member's default password is the first three letters of the birth month with a capital first letter, the @ symbol and the last four digits of the social security number. An example would be Dec@1234. Faculty members can reset passwords using the NetID web page (<http://www.commnet.edu/netid/>). Faculty members can also change passwords within myCommNet (<http://my.commnet.edu>) using the password reset icon. Questions regarding WebCT Vista system can be addressed to IT Help Desk.

Faculty using classroom technology and/or Blackboard Learn

As more educators choose to use technology in classes, you are encouraged to consider "plan B" when dealing with a technology component to your class. Particularly if this is the first time you are using a new technology option, you are encouraged to give some thought to how you will handle potential issues so that you are not solely dependent on any one technology. Some examples of "Plan B" in various circumstances include:

- Being prepared to use the document camera with printouts or your textbook instead of using the computer should there be a problem with your PowerPoint file or the instructor station computer;

- Being prepared to reschedule an online quiz or assignment due date to the next day if the WebCT server is unexpectedly unavailable around your cutoff time;
- Having two methods of accessing critical course files in case you have trouble getting to them from the instructor station computer (from your floppy disk, CD, e-mail, WebCT site, or fileserv);
- Having an alternative lesson plan in mind that you can use should something fail to work properly;
- Giving your students several methods to contact you in case of problems (e-mail, phone, WebCT).

The Community Colleges Distance Learning Council has prepared a full Contingency Plan that may help you with your own “Plan B”. It is available at <https://www.trcc.commnet.edu/wp-content/uploads/2017/06/contingency-plan.pdf>. If you encounter any problems with classroom technology, please report the issue to the IT Help Desk immediately so it can be addressed.

Enhanced Equipment Training

Enhanced equipment and distance learning training are offered each semester as part of the IT Department’s scheduled workshops. To obtain the schedule, login to the CSU Commons Learning Technology Training Calendar at <http://calendar.ct.edu>. There you will find technology workshops offered by all twelve community colleges and you may sign up for any unless you see a prerequisite or restriction on the enrollment. You may also access tutorials from the Internet the Distance Learning Faculty Resources page at <https://www.trcc.commnet.edu/learning-resources/educational-technology/>.

Web Pages and On-line Courses

If you would like assistance with designing a web page you can contact the Director of Distance Learning or the Dean of Information Technology. If you would like assistance in developing an on-line course, contact the Director of Distance Learning.

Club, Development, and Collaboration Rooms in Blackboard

Sanctioned college clubs can have a virtual meeting space inside Blackboard. The shell can provide all the tools that are normally available to an online course but usually content, discussion and chat features are used. Development rooms provide a way for faculty members to design courses in advance of the course being scheduled. Collaboration rooms allow faculty, staff or faculty/staff teams to meet and share information virtually. These rooms aid in cross-curricula instructional design, program coordination, department meetings, and project coordination.

INSTITUTIONAL POLICIES

AFFIRMATIVE ACTION POLICY/NON-DISCRIMINATION STATEMENT:

Three Rivers Community College does not discriminate on the basis of race, color, religious creed, age, sex, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, sexual orientation, gender identity and expression, or genetic information in its programs and activities. In addition, the College does not discriminate

in employment on the basis of veteran status or criminal record. Please see above link for additional policy details.

Title IX Coordinator

Maria Krug

Three Rivers Community College

574 New London Turnpike Norwich CT 06360

860-215-9280

[AIDS AND OTHER COMMUNICABLE DISEASES POLICY:](#)

The Community College System reaffirms its commitment to provide a safe and healthy educational environment, safeguard the rights of individuals, and comply with state and federal anti-discrimination laws and regulations for students and employees with AIDS, HIV infection, and other communicable diseases. Please see above link for additional policy details.

[CAMPUS SECURITY POLICIES AND CRIME STATISTICS:](#)

Three Rivers Community College publishes a summary of institutional security policies and uniform crime reporting procedures. This information is intended to raise the awareness of all members of the College community to campus safety issues in hopes that this awareness will foster continued attention to and improved security for all college students and staff. Please see above link for additional policy details.

[CONSENSUAL RELATIONSHIPS POLICY:](#)

Dating or sexual relationships that might be appropriate in other circumstances have inherent dangers when they occur between a staff member and a student, as well as when they occur between a supervisor and an employee. Such relationships can create real conflicts, are susceptible to an appearance of exploitation, and can impair the trust and integrity of the teaching, coaching, or other supervisory or evaluative relationship and may cause a perception of favoritism or bias on the part of the staff. In addition, although these relationships may begin and remain consensual, they may easily be later characterized as non-consensual and could potentially lead to sexual harassment charges. Please see above link for additional policy details.

[DISTURBANCES ON CAMPUS POLICY:](#)

The CSCU Board of Regents for Higher Education believes that certain activities might result in the need to take disciplinary action to maintain the right and opportunities for all segments of the campus community to learn and to teach and to administer. Please see above link for additional policy details.

[DRUGS AND ALCOHOL IN THE COMMUNITY COLLEGES POLICY:](#)

The CSCU Board of Regents for Higher Education endorses the statement of the network of colleges and universities committed to the elimination of drug and alcohol abuse. Please see above link for additional policy details.

PEOPLE WITH DISABILITIES POLICY:

The CSCU Board of Regents for Higher Education and all of the colleges under its jurisdiction are committed to the goal of achieving equal educational opportunity and full participation for people with disabilities in the Community Colleges. Please see above link for additional policy details.

RACISM AND ACTS OF INTOLERANCE POLICY:

Acts of racism or harassment directed against individuals or specific groups of individuals will not be tolerated and will be dealt with under the employee affirmative action grievance procedures and the student grievance and disciplinary procedures. Please see above link for additional policy details.

SEXUAL MISCONDUCT, SEXUAL ASSAULT, AND INTIMATE PARTNER VIOLENCE POLICY:

All faculty and staff share an obligation to promptly report any incidents of sexual misconduct, which includes, but is not limited to, sexual harassment, intimate partner violence, and sexual assault. Whether the incident is learned of directly or indirectly, a report should be made to the college's Title IX Coordinator so that appropriate action can be taken. If a student wishes to report an incident to you directly, please indicate first that you cannot promise the student complete confidentiality. If the student desires complete confidentiality, you may direct him or her to speak with a counselor from the Eastern Connecticut Sexual Assault Crisis Center or a clergy person of their choosing. Please see above link for additional policy details.

Sexual Assault Crisis Center of Eastern Connecticut:

Hotline: (860) 437-7766

Office: (860) 442-0604

78 Howard Street

New London, CT 06320

Title IX/ADA/Section 504 Coordinator:

Three Rivers Community College

(860) 215-9280

574 New London Turnpike

Norwich, CT 06360

SMOKING POLICY:

Smoking is permitted on the Three Rivers Community College campus only in specifically designated locations, which change from time to time. Smokers may refer to the link above for information about current locations or refer to signage posted at the college.

STUDENT CODE OF CONDUCT POLICY:

The Student Code of Conduct is intended to present a clear statement of student rights and responsibilities established by the CSCU Board of Regents for Higher Education. Please see above link for additional policy details.

STUDENT RIGHTS POLICY:

It is the policy of the CSCU Board of Regents for Higher Education that the educational offerings of the Community Colleges be available to students without regard to the individual's race, color, religious creed, sex, age, national origin, ancestry, present or past history of mental disorder, marital status, mental retardation, sexual orientation, or physical disability, including, but not limited to, blindness, or prior conviction of a crime. Please see above link for additional policy details.

WEAPONS ON COLLEGE CAMPUSES POLICY:

The use or possession of weapons is prohibited on campus or at college activities except as authorized by Board or college policies. Please see above link for additional policy details.

Additional College Policies

Please click on policy to view.

- [Academic Honors](#)
- [Academic Integrity](#)
- [Academic Warning, Probation, and Suspension Policy](#)
- [Acceptance of Transfer Credit at Community Colleges](#)
- [Class Attendance Policy](#)
- [Computer Resources Policy](#)
- [Credit Hour Policy](#)
- [Repayment Policy for all Federal Aid Recipients](#)
- [Grading Policy](#)
- [Graduation](#)
- [Tuition and Fee Refund Policy](#)

A complete text of all institutional policies is available in the office of the Dean of Student Development and Services and is located on the TRCC website. Please refer to the link:

<http://catalog.threerivers.edu/content.php?catoid=6&navoid=300>

KEYS/KEY CARDS

Requests for new or replacement keys should be made on the Key Request Form available on our College intranet, [\\trshare\TRCC Forms\Key-KeycardRequestForm.doc](#) and forwarded to Cheryl Salva in the Academic Division office. Keys and swipe cards for assigned offices, classrooms, and conference rooms for all faculty, including adjunct faculty, will be prepared and ready for pick-up seven to ten days after request. You will receive notification via email when keys are ready.

LANGUAGE ARTS LAB

Maria Celeste Arrieta

(860) 215-9404

marrieta@threerivers.edu

The Language Lab, located in D117, is designed for language teaching and learning. It serves as a quiet and useful space for students in all language courses (Chinese, French, Spanish, ASL, and ESL) for working on assignments, practicing language, and using the additional materials and resources to enhance the language learning experience. Students may use the Language Lab during open lab hours and for scheduled tutoring/ support appointments. Students are able to record videos and work on speaking activities in the lab using software such as Rosetta Stone, or can use the Language Lab computers that are equipped with different language software.

LEARNING DISABILITIES

See entry for “Disability Services”

LIBRARY/LEARNING RESOURCE CENTER

Pamela Williams, Acting Director of Library Services

(860) 215-9306

pwilliams@threeivers.edu

http://www.trcc.commnet.edu/Div_IT/Library/Library.shtml

The library provides resources and services to students, staff, faculty & the general public. The library provides a variety of services included but not limited to Orientation/Instruction on how to use online resources at the library, interlibrary loans and reserves. Books may be checked out for thirty days and can be renewed in person or by telephone. CDs/DVDs can be checked out for seven days; the library will send overdue notices for materials that are not returned on the due date. The library web page provides a directory, links to databases and web resources, and on-line request forms. Library hours are posted at the beginning of each semester.

Placing Materials on Reserve

To place books or other materials on reserve, contact staff at:

<https://www.trcc.commnet.edu/learning-resources/library/contact-information/>.

Off-Campus Library Services

Instructors teaching courses at off-campus locations are encouraged to bring their classes to the library for formal library instruction. For faculty teaching at the Sub-base, the college has made special arrangements with the Groton Public Library to provide comprehensive library services, formal library instruction, and in-depth assistance with research papers. The Sub-base Library is a resource but cannot provide comprehensive services. Students may use their hometown library cards at any public library in Connecticut, but not at private colleges. The campus library can also obtain most materials through interlibrary loan. Allow one to three weeks lead time for interlibrary loan requests.

LOST AND FOUND

(860) 215-9053

If an item is lost or found, college community members should contact the security office at the numbers listed above or deliver the found item to the security office located next to the campus bookstore.

MAILBOXES

Amy Main, Materials Storage Specialist

(860) 215-9267

amain@threeivers.edu

Mailboxes are located in room D207 and are fully accessible during college hours. A mailbox is established for all instructors teaching on campus and upon request for off-site instructors.

MAINTENANCE

Arnie DeLaRosa, Director of Facilities (860) 215-9236

adelarosa@threeivers.edu

The maintenance department is part of the administrative division; maintenance staff members are responsible for the upkeep of the physical campus plant. Custodial services, heating and cooling issues, classroom furniture needs, key access control, and restroom supply are all jobs the maintenance department handles. Maintenance personnel also assist in event set-up/break-down and perform all seasonal landscaping tasks including snow removal and mowing.

MAKE-UP TESTING

(860) 215-9061

testing@threeivers.edu

Make-up testing services are offered through the Three Rivers Testing Office. Faculty may forward any exam, which requires a proctored environment, to the Testing Office. Conditions for the exam (i.e. time limits, use of supplemental materials, etc.) as well as the tester's name and identification number must be identified. Completed exams can be picked up by the faculty member or returned via interoffice mail. A copy of the make-up test request form can be found in the appendix of this handbook and at the following web location: <http://www.threerivers.edu/testing/>

MARKETING AND PUBLIC RELATIONS

Kathryn Gaffney, Director of Marketing and Public Relations

(860) 215-9266

kgaffney@threeivers.edu

The Marketing and Public Relations office works with administrators, faculty and staff to support and develop much of the College's marketing and communications efforts. The office provides strategic marketing and public relations consultation, website development, advertising and promotional campaigns, creative services, media relations and social media assistance. The Marketing and Public Relations office promotes the College to its external and internal audiences to support student recruitment, facilitate the flow of useful information, and build a positive image for the College.

MISSION, VISION AND VALUES*Connecticut Community Colleges Mission Statement*

Connecticut's Community Colleges are statewide leaders and partners in the academic, economic, and cultural lives of our communities, providing comprehensive, accessible, innovative, and affordable learning opportunities to diverse populations.

To realize this distinctive mission, the Community Colleges, including Three Rivers:

- Provide a broad range of credit and non-credit liberal arts and sciences, career, and technical, associate degree and certificate programs leading to: transfer, employment, and lifelong learning;
- Promote learner success and inclusion through a stimulating, nurturing learning environment, high quality instruction, support services, and co-curricular activities;
- Support economic development through partnerships with labor, business, industry, government and our communities, providing workforce development, business development, technology transfer;
- Build community through the sponsorship of intellectual, cultural, social and recreational events and activities;
- Engage students and community members to become active and responsible leaders in their communities.

Three Rivers Community College Mission Statement

Three Rivers is an accessible, affordable, and culturally diverse community college that meets varied educational needs by creating an environment that stimulates learning.

To accomplish its mission, Three Rivers Community College:

- Offers post-secondary educational opportunities;
- Encourages lifelong learning;
- Provides a well-rounded and rewarding educational experience with an emphasis on critical thinking, effective communication, and the College's institutional values;
- Fosters an appreciation of the natural and social sciences, humanities, technology and the arts;
- Helps students achieve their goals;
- Serves as a community resource for people and institutions within its service area;
- Delivers its services efficiently and measurably; and
- Contributes to economic development of this region and the state.

Three Rivers Community College Vision Statement

The Vision Statement: Three Rivers Community College will be a college of choice with a reputation for innovation, quality, and accessibility, serving a dynamic student population.

Three Rivers Community College Values Statement

Three Rivers Community College values:

- Teaching and Learning
- Integrity and Service
- Community and Diversity

Three Rivers Community College Values in Action

Teaching and Learning – Instruction that stresses close consideration, critical analysis, and careful design; collaborative, nurturing, learning communities that foster student success; active, innovative teaching strategies, including a commitment to learning through service; learning for lifelong achievement, growth, development and satisfaction;

Integrity and Service – Responsibility to oneself, one's peers, one's colleagues and one's community; trust and confidence in our academic programs; an atmosphere of collegiality across the academy;

Community and Diversity – Access for all regardless of age, race, ethnicity, culture, gender, orientation, or disability; civic engagement within and outside the college; academic, social and technical resources for citizens within our service area.

myCommNet

<http://my.commnet.edu>

IT Help

(860) 723-0221

myCommNet is a source of information for all students, faculty and staff of the Connecticut Community Colleges, and provides access to a broad array of personal, academic, and work-related services. Faculty use this site to:

- submit grades
- view class lists, student transcripts, test scores and contact information
- provide course materials
- register to receive emergency text messages via myCommNet Alert
- reset password
- e-mail students
- and more!

OFFICE HOURS

Full-time faculty members are required by contract to hold a minimum of three office hours per week in no less than half-hour periods. These hours must be posted on your office door and a copy of hours must be turned into the Academic Division Office at the beginning of each semester.

Adjunct faculty are encouraged to make time available for students before or after class periods and should identify for students how they can be reached outside of class time. An office in the Academic staff/faculty area is reserved as an office for adjunct faculty.

OFFICE SPACE FOR ADJUNCT FACULTY

Office space for adjunct faculty is located in D207. See Keys/Key Cards section to follow key requisition procedure.

OFFICE SUPPLIES

See entry for “purchasing office”

ONLINE COURSES

See entry for “distance learning”

PARKING

Restricted areas for faculty and staff parking have been set aside on campus. Three Rivers clearly designates and differentiates student parking, visitor, handicapped parking and staff/faculty parking areas for the convenience and safety of all. Violators who disregard parking instructions will receive an orange violation sticker from Security each time a violation occurs. Anyone who illegally parks in State mandated handicapped spaces or in fire lanes will be immediately reported to the Norwich Police Department.

PAYMENT SCHEDULE

Please see the appendices for the current state calendar of pay periods and pay days.

PAYROLL

Anthony Mitta (860) 215-9275

amitta@threeivers.edu

New instructors are required to visit the Human Resources office to complete various forms that require personal information. Please make an appointment to speak with Human Resources as early as possible to ensure that your first paycheck is not delayed. All full-time and adjunct faculty and staff members may choose from several options regarding paychecks: pick-up, mailing, direct deposit, etc.

PHI THETA KAPPA

Nicola Ricker, Phi Theta Kappa Advisor (860) 215-9474

nricker@threeivers.edu

Phi Theta Kappa, founded in 1918, is recognized as the official honor society for two-year colleges by the American Association of Community Colleges. Members benefit from scholarships and transfer resources, recognition of academic achievement, career resources, and discounts on a wide range of valuable resources. Membership is based on superior academic achievement and is conferred only by invitation of the TRCC chapter.

PHOTOCOPYING

Photocopiers for faculty are located in the lounges of the first and second floors of the C wing. There is a copy center located in D-207. Student workers in the copy center and Purchasing Department are available to provide any assistance needed with photocopiers.

<https://www.trcc.commnet.edu/academics/faculty-ed-tech-resources/>

PLAGIARISM

See entry for “Academic Integrity”

PRESIDENT’S CABINET

The President’s Cabinet provides for interdivisional review and dialogue by management staff and at least one elected representative of the faculty and staff on all policy matters and all issues of major institutional importance. The Cabinet also coordinates policy and implementation as required, advises the President, and serves as the vehicle through which all final planning and policy decisions flow.

The President’s Cabinet meets weekly at a time in concert with the Governance Council’s schedule determined at the beginning of each semester. Membership includes the president, deans, associate dean, director of human resources, director of institutional advancement, director of institutional research, executive assistant to the president, and the chair of GC (or designee). Minutes are taken by the President’s designee and distributed within a week of the meeting to the college community.

The President’s Cabinet serves in the following roles: review, discuss and advise the President relative to institutional policy matters and any other decisions of significant institutional importance and interest, policy implementation coordination and problem solving, general information sharing among the President and members.

Cabinet members are expected to share information in the initiation of projects, planning of policy development which will/may have interdivisional impact, on emerging internal or external issues, problems, or on events of institutional interest or concern. All final Presidential decisions and approvals that relate to the institutional plan, policies, or other decisions of general interest which have undergone appropriate review by the governance system are announced by the President at cabinet meetings and documented in the minutes.

PROFESSIONAL DEVELOPMENT

Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005

sgoetchius@threeivers.edu

Professional development monies are made available through the contract for faculty use. Each union has its own guidelines for the amount of professional development funds available each year and how they are distributed. Every year, the Professional Development/Sabbatical Committees for the two unions develop guidelines for the application and distribution of these monies. For the most up to date information on how and when to apply for these funds, you should contact your campus union representative or the human resources office.

PROMOTION

Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005

sgoetchius@threeivers.edu

Please refer to your respective collective bargaining agreements (American Federation of Teachers or Congress of Connecticut Community Colleges) for information on eligibility and the process of promotion.

PURCHASING OFFICE

Valerie Smith, Fiscal Administrative Officer
(860) 215-9281

vsmith@threeivers.edu

The Purchasing Office is responsible for a number of functions, including dispensing standard office supplies, handling mailings, overseeing/troubleshooting photocopying equipment, and purchasing other materials that are needed for office space. Anything that the college needs to pay for goes through this office. They also handle the initial paperwork for mileage reimbursements and professional development funds.

If you need to submit a purchase request, you can fill out a Purchase Requisition form, which is available outside the Purchasing Office or on the Intranet at [\\trshare\TRCC_Forms\Purchase Requisition form.doc](#). Orders placed by Tuesday of each week will be filled on Wednesday and may be picked up in the Purchasing Office.

All purchases must be approved by the Chairperson and the appropriate Dean and then the purchase requisition is forwarded to Purchasing for the review of the Purchasing Services Officer (PSO). At that time, the PSO will review the request and make a determination on the choice of Vendor to receive the best possible price and or service for that request. Do not make any purchases without a purchase order that has been prepared and approved through the current system and signed by the PSO. Any purchase made without the above is not a valid contract by the State of Connecticut and therefore the State is not obligated to make any payments. If you do this, you and only you are responsible for any debt incurred.

Do not place any orders via phone, fax or e-mail. They are not valid purchase orders and will not be recognized by the Purchasing and Accounts Payable Department.

RELIGIOUS PRACTICES

In accordance with provisions of state and federal law, Board and College policies prohibit discrimination on the basis of religious belief or practice. This includes the obligation to consider requests for accommodation of such practices.

Faculty

Faculty members are required to make prior arrangements with their immediate supervisor for

the coverage of any classes that will be missed on account of the faculty member's absence for religious observance. Arrangements may be made for a substitute teacher, a guest speaker or an alternative assignment that does not require the faculty member to be present. Procedures on class coverage found at Article X, Section 6H of the Congress contract should be followed where applicable. Typically, it will not be feasible to reschedule a class on account of a faculty member's religious observance.

Staff

Non-teaching employees must notify their supervisor in advance of their need for time off on account of a religious holiday. The supervisor will grant the request so long as it is timely made and in accordance with procedures that may have been adopted by the College. When a request is granted, it is generally expected that the employee will use personal leave or vacation time to cover the absence from work. Alternatively, an arrangement may be made to make up the missed work or the employee's work schedule may be modified.

Students

Students have an obligation to notify their instructors in a timely manner regarding anticipated absences for religious observances. Based on procedures adopted by the College, students may be required to request accommodations during the first week of an academic semester or within a prescribed period of time before the anticipated absence. Requests should be made in writing stating the reason for the request, i.e., conflict with scheduled quiz, test, exam, assignment or activity, the religious observance that poses the conflict and the date or dates of such holiday. If an instructor is unfamiliar with a particular religious holiday, he/she may ask the student for a calendar or other documentation of the religious observance or holiday.

Questions concerning the above should be addressed to the Dean of Administration, Information Technology, and Human Resources (faculty and staff) or to the Academic Dean (students).

ROSTER

See entry on "Class Roster"

SECURITY

See entry on "Campus Safety"

SMOKING

Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005

sgoetchius@threeivers.edu

Smoking is permitted on Three Rivers Campuses only in specifically designated locations. These locations may change from time to time. Smokers may call the number listed above for information about current locations or refer to signage posted at the college.

Since the success of this program is largely dependent on the support of the entire college community, everyone, including smokers and non-smokers, are asked to comply or assist with the

following new rules:

- Do not smoke or use tobacco products in front of either main campus nor within one hundred feet of any entrances or windows (unless in a specifically designated smoking area).
- To the fullest extent possible, try to extinguish smoking materials before leaving your vehicle.
- Only light up and use tobacco products within the designated areas, not en-route to these locations
- Dispose of used tobacco products only in the trash receptacles provided, not on the ground.
- If violations are noted, please remind students, staff or visitors involved about these rules and about the location of authorized smoking areas.

Please report any habitual or flagrant violations to any of the Three Rivers' management staff.

STUDENT CLUBS AND ORGANIZATIONS

<https://surge.threerivers.edu/>

STUDENT DIVERSITY

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

kbarfield@threerivers.edu

The student body is academically, sociologically, psychologically, and economically diverse. This diversity represents both a challenge and a resource in the classroom. As a faculty or staff member, you need to be able to communicate effectively to a diverse audience. You may have a high school student participating in a high school partnership program, a displaced worker from the defense industry who is looking for a new career but is uncertain whether he or she can succeed in college, a senior citizen attending college for the first time, a single mother on welfare trying to make a better life for herself and her family, a student with dyslexia who needs note-taking and test-taking accommodations, a student whose second language is English, and a member of the Mashantucket-Pequot or Mohegan Tribe preparing for a position in Casino Management, all in the same class.

The challenge for community college teachers is to create an environment in which a diverse student population can succeed. Diversity in the classroom means drawing on a wide range of experience, ideas, values, beliefs, and feelings. It also means that you must work with your students to promote tolerance of opposing points of view. Tolerance requires hard work and is gained through critical thinking about the complex issues of our day.

STUDENT PROGRAMS

Alycia Ziegler, Acting Director of Student Activities

(860) 215-9292

aziegler@threerivers.edu

studentprograms@threerivers.edu

Students can enhance their experiences at Three Rivers by participating in student activities and events that will foster an exciting campus life, help them develop leadership skills, and create friendships. Student Programs coordinates outings, oversees the student lounge, game room, and

Oasis Center, and sells tickets for college sponsored events. Student Programs advertises upcoming activities on their Facebook page (TRCC Student Programs Office), on the campus monitors, in the weekly newsletter “The Campus Link”, and with flyers around campus. Students are strongly encouraged to participate to join or participate in one of our student organizations. From architects to vets, baseball players to writers, there is something for everyone. All student organizations have a seat on Student Government. Student organizations must have a staff or faculty advisor who serves as the official TRCC liaison between the organization and Student Programs. To learn more details about a specific student organization or to assist in starting a new one, contact Student Programs.

STUDENT SERVICES

Kem Barfield, Interim Dean of Academic and Student Affairs
(860) 215-9210
kbarfield@threerivers.edu

Jodi Calvert, Associate Dean of Student Services
(860) 215-9220
jcalvert@threerivers.edu

Marie Hoffman, Administrative Assistant to the Dean of Academics and Student Services
(860) 215-9230
mhoffman@threerivers.edu

Student Services staff work collaboratively with faculty and all departments of the college to facilitate and support student success.

With the faculty, student services staff serve on college committees and task forces, teach interdisciplinary and student development courses such as the First Year Experience, design and facilitate workshops, advise and counsel students, and provide student engagement opportunities outside of the classroom. The Student Services Division welcomes faculty involvement in our programs and services. Opportunities for faculty include serving as club advisors, participating in prospective student events and new student orientation, advising during peak times, developing transfer articulations, participating in specified career information workshops, etc.

The Student Services Division includes the following departments and services: Admissions, Financial Aid, Registrar’s Office, Advising and Counseling, Career Services, transfer counseling, veteran’s services, student activities, placement testing, international and ESL student advising and support, and the Student Services Welcome Center. Faculty are invited to visit anytime by stopping by our offices on the first floor of A-Wing or the student activities office on the second floor of F-Wing.

Student Services hours are Monday through Friday from 8:30 am to 5:00 pm with extended hours weekly on Wednesday evenings until 6:30 pm, during late registration and add/drop periods each semester.

SYLLABUS

Department Chairs

Cheryl Salva, Academic Division Administrative Assistant

(860) 215-9262

csalva@threeivers.edu

<https://www.trcc.commnet.edu/intranet/students-intranet/past-syllabi/>

All courses are required to have a syllabus that is filed electronically with the administrative assistant in the Academic Division. Please refer to link for the College's required Course Syllabus Template: <https://www.trcc.commnet.edu/wp-content/uploads/2019/07/syllabus-template.docx>. This template includes the minimum required elements for every course syllabus. Additional content may be included based on instructor or departmental preference.

If you are uncertain of what is expected in your syllabus, contact your program coordinator or department chair for guidance and/or relevant samples.

TELEPHONES

Olan Angulo, Network Manager

(860) 215-9203 - Days

oangulo@threeivers.edu

Instructions for operating desktop telephones are found in the appendices.

TEXTBOOKS

TRCC Bookstore (860) 887-6842

3rivers@bkstr.com

If you have questions regarding the textbook for your course, please contact your Department Chair/Program Coordinator. Each department has its own policy regarding the selection of textbooks. Some departments encourage Faculty members to choose their own textbooks, while others select the texts for their courses. Departments may also have requirements or guidelines concerning the textbook material to be covered in specific courses. Desk copies can be obtained direct from the publisher. The bookstore can be contacted for general questions regarding their services and current phone numbers for most major publishers. See appendices for the most recent list of publisher contacts.

TRAVEL FOR INSTRUCTIONAL PURPOSES

Kem Barfield, Interim Dean of Academics and Student Affairs

Academic Division Office

(860) 215-9210

kbarfield@threeivers.edu

If a course includes opportunity or requirement of attendance at an off campus location due to field trip or service learning, the following disclaimer is provided to have students review and sign prior to participation.

Disclaimer: The College incorporates into its academic programs and courses a variety of activities, including field trips, service learning projects, etc. that are intended to, and have the effect of, enhancing student learning outcomes. The College has exercised due care to provide a safe learning experience in the selection of such activities. Notwithstanding the due diligence of the College in this respect, since these activities involve travel off campus to premises that are not within the care, custody or control of the College, there is an element of risk of harm to students with respect to travel, with respect to the premises of the non-College controlled premises and with respect to the operations at off-site locations. All participants in College-related activities are encouraged to exercise care. The college disclaims any and all liability for any personal injury or property damage a student may claim with respect to participation in such activities.

TUTORING ACADEMIC SUCCESS CENTERS (TASC)

Matthew Burbine, Tutoring Center Academic Associate
(860) 215-9219

mburbine@threeivers.edu

Jon Brammer, Writing Center Coordinator
(860) 215-9214

jbrammer@threeivers.edu

TRWritingCenter@threeivers.edu

<http://www.threeivers.edu/student-life/support-services/tutoring-and-academic-success-centers-tasc/>

The Tutoring and Academic Success Centers (TASC) are located in Room C-117, next to the Learning Resource Center. TASC provides individual academic assistance to students in a comfortable environment. TASC also sponsors seminars and workshops on topics such as study skills, calculator use, test taking, writing skills, and basic English and mathematics skills. Skilled professional and peer tutors, as well as faculty volunteers and staff members, provide free one-to-one or group tutoring to Three Rivers students in many subject areas on an appointment or walk-in basis. A wealth of information about TASC and its goal of helping students to succeed academically, as well as information on online workshops, online tutor training, tutor schedules, and hours of operation can be found at the link above. For an appointment or for more information, contact TASC by phone at (860) 215-9082 or by e-mail.

TASC consists of a Tutoring Center, a Writing Center, and a Math Lab. All tutoring is available both in a walk-in and by appointment basis. The specific functions of each area are outlined below.

The Tutoring Center

The Tutoring Center provides one-to-one tutoring for most courses taught at Three Rivers. Group tutoring sessions can be arranged as well. The Tutoring Center also coordinates in-class tutoring programs, which supply supplemental instructional support to a variety of career programs. In addition, the Tutoring Center also offers a variety of Adaptive Technology services and equipment for special needs students, for

example, spellcheckers, text-scanners, tape recorders, and specialized tutorial support.

The Writing Center

The Writing Center staff provides writing support for all students at all levels of writing ability. The staff also works in subjects across the curriculum, ranging from English to history to nursing. The Writing Center staff members can help students with research paper development in ways such as exploring topics, finding a thesis, drafting, revising, MLA or APA documenting, etc. Walk-in appointments are available, and students can also reserve appointment times up to a month in advance to get feedback on their papers. In addition to the face-to-face services, papers are also accepted via e-mail. Students can take advantage of computer workstations that are fully networked with the rest of the campus, a local printer, copies of the most recent writing handbooks, and up-to-date references on citation and documentation for research.

The Math Lab

The Math Lab has tutoring available for ALL mathematics courses and has a computer lab with software support for the various math course taught at Three Rivers, and also provides automated tutorials and videos for some courses. The Math Lab also has textbooks, handouts, worksheets, and practice tests available for student use.

UNIONS

American Federation of State, County and Municipal Employees (AFSCME)

<https://www.afscme.org/union>

American Federation of Teachers (AFT) <http://www.aft.org/>

Connecticut Employees Union Independent (CEUI)

<http://www.ceui.org/>

Congress of Connecticut Community Colleges (4Cs)

<http://www.the4cs.org/>

A union is a group of individuals who join together to form an organization which represents them regarding work and employment issues. Unions are also known as collective bargaining units. There are four active unions on the TRCC campus: the American Federation of State, County and Municipal Employees (AFSCME), American Federation of Teachers (AFT), Connecticut Employees Union Independent (CEUI), and the Congress of Connecticut Community Colleges (4Cs). When faculty members are hired by the college, they will be assigned to either the 4Cs or the AFT. Staff members may be placed in any of the unions depending on their job classification within the state system. Decisions are made as to where to place a new employee based on a formula of proportional representation (i.e. members are added to the AFT or the 4Cs to keep the proportions of members the same as they were when the campus merged in 1992).

Union members vote for officers and contracts, serve on contract committees on campus, attend chapter meetings, and have the opportunity to participate in state-wide initiatives. To obtain copies of your union contract or to find out more about how to get involved in union activities, contact your local union representative.

VOICE MAIL

See entry for “telephones”

WEAPONS ON CAMPUS

See entry for “campus safety”

WEATHER

See entry for “closings/delays/early dismissals”

WEB PAGES

Amanda Caffary, Educational Technology Specialist (860) 215-9295

acaffary@threeivers.edu

The campus web page is an invaluable resource for the most current information about events and activities going on at TRCC. Special presentations, weather closing information, job postings, and other useful items are updated regularly. Those faculty or staff interested in creating web pages for offices or projects can contact the Director of Distance Learning for assistance in designing and publishing web resources.

WORKFORCE AND COMMUNITY EDUCATION

Erin Sullivan, Acting Director (860) 215-9297

ESullivan@threeivers.edu

http://www.trcc.commnet.edu/Div_WorkforceEducation/

Susan Senay, Office Assistant for Workforce & Community Education (860) 215-9291

ssenay@threeivers.edu

The Workforce and Community Education Department provides timely programs relevant to the changing community needs and promotes the College as a focus of lifelong learning.

The Workforce and Community Education Department coordinates noncredit courses for individuals, business and industry, and also provides custom training for a variety of community clients. Workforce and Community Education Department programs are self-supporting: each year more than 3,000 residents become involved in noncredit courses, seminars, and workshops, as well as the many cultural activities and special educational services offered through the Department.

WRITING ACROSS THE CURRICULUM

Jon Brammer, Writing Center Coordinator (860) 215-9214

TRWritingCenter@threeivers.edu

There are many holistic skills that are vital to college success. One of them is writing; most academic fields require students to produce written work of some kind. Here are a few suggestions for all instructors that encourage writing across the curriculum:

- Assign at least two writing assignments where students must do more than merely "give back" information; pose a question or problem that requires them to think critically.

- Be clear about your standards and expectations for writing; provide a rubric or written assignment sheet whenever possible.
- Demonstrate what a good piece of writing in your class looks like by providing models from your discipline.
- Give feedback on student writing. Talk about what has been effective in a given assignment and what has not been effective.
- When asking an "essay" question on an exam, be sure the question is direct and well-focused, and leads the student to a specific pattern of organization. Do not assume that students can organize material on their own without some clue or signpost such as "compare" or "analyze the causes of" or "trace."
- Make students aware of any specific writing styles or formats expected in your discipline; do not assume that what you expect is universally expected.
- Make students aware of the kinds of sentence-level editing errors that will or will not be tolerated; do not expect that all grammatical errors will disappear after ENG 101 and ENG 102.
- Recognize that good writing skills need to be reinforced and developed throughout a college education in all subject areas.

Appendix

Contact Lists

- Directory
- Administrative Services
- Human Resources
- Student Services

Frequently Used Forms

- Add/Drop Form (sample included)
[http://www.trcc.commnet.edu/Div_StudentServices/Registrar/documents/Add Drop Form.pdf](http://www.trcc.commnet.edu/Div_StudentServices/Registrar/documents/Add_Drop_Form.pdf)
- Copy Request Form (sample included)
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Folding Mailing Request (sample included)
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Incomplete Form Link (sample included)
<http://www.trcc.commnet.edu/Intranet/AllTRCC/AcademicDivision/AcademicForms/Incomplete%20form.doc>
- Proctoring Request Form (sample included)
http://www.trcc.commnet.edu/Div_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf
- Key Request and Lock Repair Form Link (sample included)
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>

Miscellaneous

- Pay Periods and Check Dates
- TRCC Department Hours
- Text Book Publisher Contacts
- Telephone Listings (listing as of August 1, 2019 included) <\\trfs\TR-CommonDocs>
- Telephone Basic Phone Tasks and Voice Mail Instructions (sample included) <\\trfs\TR-CommonDocs>

DIRECTORY

For a comprehensive, up-to-date listing of all faculty and staff, please visit the following web location: <https://www.threerivers.edu/directory/>

HUMAN RESOURCES AND PAYROLL

The Human Resources and Payroll Offices are responsible for all employment related processes and services including :
Searches-Orientations-Benefits Counseling-Payroll and Paychecks-Employee Relations-Contractual Processes-
Workers Compensation-Retirements

HR/PR Staff

Steve Goetchius -Director of Administration, IT, and HR-860-215-9002

Anthony Mitta-Associate Director HR/PR 860-215-9275

Lori Angel-Coord HRIS and Employee Benefits 860-215-9202

Key Services /Information: Web Sites/Links Benefits Information

Health Insurance	Lori	http://www.osc.state.ct.us/empret/
Life Insurance	Lori	see above OSC link
Retirement Plans	Lori	see above OSC link
Supplemental Benefits	Lori	see above OSC link
Beneficiary Changes	Lori	

FMLA-Info for Employees	Steve/Tony	http://www.ct.gov/dmhas/lib/dmhas/hrd/fmla-understanding.pdf
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Collective Bargaining Agreements

Classified Agreements-NP2,NP3,P-5	Steve/Tony	https://portal.ct.gov/OPM
Unclassified Agreements-4C's,AFCSME Admin,AFT	Steve/Tony	http://www.commnet.edu/employee_info_schedule.asp

Compensation Plans

Classified Units (NP 2,NP3,P5)	Steve/Tony	http://das.ct.gov/fp1.aspx?page=112
Unclassified Unions-	Steve/Tony	see collective bargaining agreements-no link to comp plans AFT, Afcscme Admins, Congress

Contracts/Notices of Appointment

Full Time	Steve
PTL/Adjuncts	Lori
Part Time EA's	Lori

EAP-Provider is Solutions EAP Steve

Free Confidential Counseling [\\www.solutions-eap.com](http://www.solutions-eap.com) 1-800-526-3485

Employee Data/Records Management

Employee data	Steve/Lori	
Personnel File	Steve	
Payroll File	Tony	
Records Retention Information	Steve	http://www.cslib.org/publicrecords/retstate.htm
Seniority	Steve	
State Employee Directory see Link		http://www.phone.ct.gov/phonesearch.aspx

Employee Relations

Classified Collective Bargaining		
Agreements	Steve Contractual Programs	Steve
Grievances	Steve	
Orientations	Steve/Lori	
Union Business Release	Steve	

Ethics-Office of State Ethics Information

Forms	Steve	http://www.ct.gov/ethics/site/default.asp
Applications Forms-Classified	Steve/Class	http://www.das.state.ct.us/exam/AppForm.pdf
Applications Forms-Unclassified	Steve/Uncla	http://www.commnet.edu/employment.asp
Benefits	Lori	
Med Cert Forms	Steve	http://www.das.state.ct.us/HR/HR_Forms_Index.htm
Unclassified Evaluation Forms - 4c's ,AFSCME S Admin,AFT	Steve	
Faculty Evaluation - FDRP		http://www.commnet.edu/emprel/facultyplan.asp
New Employee packet	Lori	
Tuition Waivers	Steve	

Job Openings/TRCC Searches/State Exams

TRCC Positions- Postings and New Positions	Steve	
TRCC Job Openings	Steve	http://www.trcc.commnet.edu/Human_Resources/updates/jobs_3rivers.htm
Search Guidelines	Steve Unclassified Manual	
State Classified Openings/ Exams		http://www.das.state.ct.us/exam/default.asp
CC System Openings		http://www.commnet.edu/employment.asp

Payroll Services

Paycheck Questions	Tony	
Payroll Schedule	Tony	http://das.ct.gov/images/1090/Calendar_2016.pdf
Paycheck Distribution	Tony	
Tax forms/changes	Tony	
Direct Deposit	Tony	
W-2's	Tony	
Student Employees	Tony	

Personal Information Changes

Address changes	Lori
Family Status Changes	Lori

Policies-Board of Regents for Higher Education http://www.commnet.edu/ccp_policies.asp

Position Descriptions/Processes

Classified Positions	Steve	http://www.das.state.ct.us/HR/HR_Managers.asp
Unclassified Positions and CC Grade Placements	Steve	http://www.commnet.edu/emprel/jobdescriptions.asp
Minimum Qualifications	Steve	see Unclassified Collective Bargaining Agreements/AFT/4C's/AFSCME
Admins		
Willis /OJE Processes	Steve	
Organization Charts	Steve/Lori	

Time & Attendance Info

Accrual Balances	Sue	
Holiday Schedule	Sue	http://das.ct.gov/images/1090/Calendar_2016.pdf
Time Cards	Tony	
Diversity -Mandated	Steve	http://www.cga.ct.gov/2002/olrdata/jud/rpt/2002-R-0417.htm
Sexual Harassment-Mandated	Steve	http://www.ct.gov/chro/cwp/view.asp?a=2527&q=333112
State In-Service	Steve	

Tuition Waivers

4C's,AFT,AFSCME ADMIN	Steve	Forms available in HR NP2,NP3,P-5--Refer to collective Bargaining Agreements
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Workers Compensation Lori

Student Services Division

Kem Barfield, Interim Dean of Academic and Student Affairs – 860-215-9210

Jodi Calvert, Associate Dean of Student Services – 860-215-9220

Marie Hoffman, Administrative Assistant – 860-215-9230

Student Development

Sandra Farwell, Educational Assistant/Welcome Center (part-time) – 860-215-9326

Kerri Forbes, Educational Assistant/Welcome Center (part-time) – 860-215-9016

Avery Rondeau, Educational Assistant/Welcome Center (part-time) – 860-215-9016

Kathleen Williams, Educational Assistant/Welcome Center (part-time) – 860-215-9016

Admissions/Outreach/ Recruitment

Jonathan Lamiotte, Acting Director of Admissions – 860-215-9323

Deborah DiCarlo, Acting Assistant Director of Admissions – 860-215-9237

Counseling and Advising

Kathleen Gray, Counselor/Transfer – 860-215-9248

Maria Krug, Title IX Coordinator/Advisor – 860-215-9208

Sharon Lincoln, Advisor/Student Support Specialist/WIA, TAA, Veterans – 860-215-9264

Matt Liscum, Counselor/Disabilities – 860-215-9265

Meg Wichser, Retention Specialist/Advisor – 860-215-9304

Elizabeth Willcox, Advisor – 860-215-9289

Financial Aid

Kenneth Briggs, Acting Director of Financial Aid – 860-215-9215

Hong-Yu Kovic, Financial Aid Counselor – 860-215-9259

Donna Ramos, Financial Aid Assistant – 860-215-9283

Rashita Parker, Registration Services Assistant – 860-215-9277

Registrar

Kevin Kelly, Associate Dean of Enrollment Management – 860-215-9325

Betty Williamson, Transfer Specialist Advisor – 860-215-9307

Patrick Keller, Assistant Registrar – 860-215-9211

Terri DeBarros, Processing Technician/Veterans Services – 860-215-9235 Veda

Veda Wellington, Secretary I – 860-215-9303

Pauline Goyette, Office Assistant – 860-215-9247

Student Programs

Alycia Ziegler, Director of Student Activities – 860-215-9292

Workforce and Community Education

Erin Sullivan, Acting Director of Non-Credit Programs – 860-215-9297

Ana Gonzales, Program Coordinator – 860-215-9246

Bret Jacobson, Manufacturing Director – Grasso Office: 860-441-0313 Cell: 906-603-0063

Sara Armas, Manufacturing Center Assistant – 860-441-0313

Susan Senay, Office Assistant for Workforce & Community Education – 860-215-9291



REGISTRAR'S OFFICE
 574 New London Turnpike
 Norwich CT 06360-6598
 Phone 860-215-9064
 Fax 860-215-9919

ADD/DROP FORM

Add/Drop forms will not be accepted after the deadline posted in the academic calendar.

Student ID Number @ _____	Semester: Fall 20 _____ Winter 20 _____ Spring 20 _____ Summer 20 _____
Last Name _____	First Name _____ M. I. _____
Date of Birth _____ / _____ / _____	Primary Phone Number _____ - _____ - _____
Address _____	City _____ State _____ Zip _____

- Are you receiving Financial Aid for this semester? ☐ Yes ☐ No
- Have you spoken with a Financial Aid representative? ☐ Yes ☐ No (strongly recommended)
- Are you currently receiving VA benefits? ☐ Yes ☐ No (contact the VA representative)
- 50% of tuition is charged for dropped course credits between semester start and Add/Drop deadline unless they are replaced with an equivalent number of course credits.

D R O P	CRN	Subj	Course	Sec	Course Title	Credit	Advisor Notes	Date

A D D	CRN	Subj	Course	Sec	Course Title	Credit	Advisor Notes	Date

Instructor Override Authorization (sign & date all that apply)

	CRN	Subj	Course	Sec	Instructor Name & Signature	Date(Required)
Closed Section Override						
Prerequisite Override						
Late Registration Override (2 nd week registration approval)						

Student Signature _____ Date _____

REGISTRAR'S OFFICE SECTION ONLY_

Processed by: _____ Date:_____ Total Credits Remaining: _____

White copy-Registrar's Office Pink copy-VA Office Yellow copy-Student 03/14 vcw

Three Rivers Community College

copycenter@trcc.commnet.edu

Copy Center (XT 59029)

Copy Request Form

Requested By: _____ Department: _____ Phone Number: _____
Date/Time Submitted: _____ Date/Time Required: _____
(Please allow **3 business days** for all jobs)

of pages of ORIGINALS: _____ Are Originals double sided? Y ___ N ___ **# OF COPIES:** _____

Collated _____ Uncollated _____ (If uncollated is each original/page copied to be placed into separate stacks?) _____

DOUBLE SIDED: 1-1 _____ 1-2 _____ 2-1 _____ 2-2 _____

STAPLED: 1 Staple: Left _____ or Right _____ 2 Staples: Top _____ or Side _____

HOLE PUNCHED: 2 Holes: _____ 3 Holes: Left _____ or Right _____ or Top _____

Special Instructions: _____

Special Options

Color Paper: Blue: _____ Yellow: _____ Pink: _____ Green: _____ Ivory: _____

Special Paper: 8.5 x 14 (legal) _____ 11 x 17 _____ Card Stock (heavier): 8.5 x 11 _____ 11 x 17 _____

Booklet Binding: _____ Number pages? Yes (where?) _____ No _____

*For more detailed booklet binding and other folding jobs please see Fold/Mail request form

Copy Center Staff Use Only

Completed By: _____ Date/Time: _____

Date Notified: _____ By Phone: _____ By Email: _____

Three Rivers Community College

copycenter@trcc.commnet.edu

Copy Center (XT 59029)

Folding and/or Mailing Request

Requested By: _____ Department: _____ Phone Number: _____
Date/Time Submitted: _____ Date/Time Required: _____
(Please allow **3 business days** for all folding jobs)

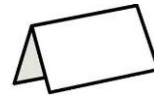
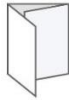
NUMBER OF COPIES: _____ Collated _____ Uncollated _____ (If uncollated, placed in separate stacks?) _____

Booklet Binding: Small (5.5 x 8.5) _____ Large (8.5 x 11) _____ Hard cover: _____

Numbered pages: **Yes** (top or bottom) _____ (centered, left, right) _____ or **No** _____

Other instructions: _____

Folded: Z-fold _____ Tri-fold In _____ Tri-fold Out _____ Double Parallel _____ Gate _____ Half-fold _____



Multi-paper Fold: Half-fold _____ Tri-fold In _____

Mail

Envelopes (circle one): **Window** or **Non-Window** How Many envelopes in total: _____

How Many Sheets per Envelope: _____ (If more than 1 sheet please indicate the sequence)

Are there Any Inserts (i.e. envelope or brochure): _____

After Stuffing (circle one): **Mailed Out Directly** or Returned To: _____

Special Instructions: _____

Special Options

Color Paper: Blue: _____ Yellow: _____ Pink: _____ Green: _____ Ivory: _____

Special Paper: 8.5 x 14 (legal) _____ 11 x 17 _____ Card Stock (heavier): 8.5 x 11 _____ 11 x 17 _____

Copy Center Staff Use Only

Completed By: _____ Date/Time: _____

Date Notified: _____ By Phone: _____ By Email: _____

THREE RIVERS COMMUNITY COLLEGE
AGREEMENT TO COMPLETE ASSIGNED WORK

DATE: _____

College policy states: "An incomplete (I) is a temporary grade assigned to a student who does not complete the requirements of a course in the time allowed and who received a written time extension from the instructor. The I must be resolved by the end of the **10th week** of the next academic semester or it automatically converts to an **F**."

In order to complete the course specified in this agreement, the student must:

The student has already completed the following assignments and tests and earned the following grades:

In the event that the instructor awarding the grade of "I" is unavailable during the term the student wishes to complete the assigned work, the student must see the Academic Dean.

Student's Name (please print) _____

Student's Signature _____

Student ID Number _____

Instructor's Name (please print) _____

Instructor's Signature _____

Academic Dean's Signature _____

Course/CRN: _____ Term: _____

A copy of this agreement should be retained by the student, the instructor and the Academic Dean.



Proctoring Request Form

How to Contact the Testing Center:

Phone: 860- 215-9061

Email: testing@threeivers.edu

Interoffice Mail: Testing Center

Room: A117

Date: _____

Instructors: *Please attach this form to your test and send via email, fax, Interoffice mail or walk in.*

INSTRUCTOR INFORMATION

Instructor: _____ Phone: _____ Course: _____

Signature: _____ or check this box: ☐

STUDENT INFORMATION

Student name: _____ Banner ID# _____

TEST INFORMATION

I request use of the testing center to proctor a:

☐ Make-up Test - Time allotted for Test: _____

☐ Challenge Test - Time allotted for Test: _____

☐ Special Accomodations Test - Time allotted for Test: _____

Test name: _____ Test deadline: (STRICTLY ENFORCED) _____

TESTING INSTRUCTIONS

During the test, please check the items that may be used:

ANSWER ON: Blank paper ☐ Blue Book ☐ ScanTron ☐ Directly on test ☐ Online ☐

SUPPLIES ALLOWED : Calculator ☐ Dictionary ☐ Scratch paper ☐ Open notes ☐ Note cards ☐

ACCOMMODATIONS: Quiet room ☐ Extended Time ☐ Headphones ☐ Scribe ☐ Reader ☐ Other (please explain below) ☐

ADDITIONAL INSTRUCTIONS: _____

FOR TESTING OFFICE USE ONLY:

Date of appointment: _____ Time of appointment: _____

Start of test: _____ End of test: _____

Questions, comments, concerns: _____

Proctored by: _____ Date: _____

THREE RIVERS COMMUNITY COLLEGE

KEY AND KEYCARD REQUEST FORM

Instructions:

- All requests for keys and keycards must be submitted and approved by the responsible dean. Requests for access to computer labs for other than scheduled classes will also require the approval of the Dean or Director of Information Technology.
- Completed forms should be submitted to the Director of Facilities. When requested keys are available, they will be returned to the requesting division for issuance.
- Individuals receiving keys will be expected to sign a receipt and a statement of basic responsibilities regarding keyuse.

Please place a checkmark in all applicable boxes below:

- | | |
|--|---|
| <input type="checkbox"/> New Key Request | <input type="checkbox"/> Add a Room on a Keycard |
| <input type="checkbox"/> New Keycard | <input type="checkbox"/> Replacement Key or Keycard |

Individuals to Receive Keys:

Room Number(s) for Keys Requested:

Justification / Explanation (if necessary):

Submitting Division: _____

Approved: _____

Date: _____

To be completed by Facilities Personnel

Only: Date Issued: / /

Issued by: _____

PRIORITY		
EMERGENCY	SECURITY	NORMAL
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	PAY SCHEDULE	
	2020 - 2021	
Payroll#	Pay Period	Check Date
1	06/05/20 - 06/18/20	07/03/20
2	06/19/20 - 07/02/20	07/17/20
3	07/03/20 - 07/16/20	07/31/20
4	07/17/20 - 07/30/20	08/14/20
5	07/31/20 - 08/13/20	08/28/20
6	08/14/20 - 08/27/20	09/11/20
7	08/28/20 - 09/10/20	09/25/20
8	09/11/20 - 09/24/20	10/09/20
9	09/25/20 - 10/08/20	10/23/20
10	10/09/20 - 10/22/20	11/06/20
11	10/23/20 - 11/05/20	11/20/20
12	11/06/20 - 11/19/20	12/04/20
13	11/20/20 - 12/03/20	12/18/20
14	12/04/20 - 12/17/20	12/31/20
15	12/18/20 - 12/31/20	01/15/21
16	01/01/21 - 01/14/21	01/29/21
17	01/15/21 - 01/28/21	02/12/21
18	01/29/21 - 02/11/21	02/26/21
19	02/12/21 - 02/25/21	03/12/21
20	02/26/21 - 03/11/21	03/26/21
21	03/12/21 - 03/25/21	04/09/21
22	03/26/21 - 04/08/21	04/23/21
23	04/09/21 - 04/22/21	05/07/21
24	04/23/21 - 05/06/21	05/21/21
25	05/07/21 - 05/20/21	06/04/21
26	05/21/21 - 06/03/21	06/18/21

Fall 2020 TRCC Department Hours

Department	Monday	Tuesday	Wednesday	Thursday	Friday
Academic Division Office	8:30 a.m. – 5:00pm	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
Admissions	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	REMOTE
Advising & Counseling Ctr	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	REMOTE
Bookstore	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 1:00 p.m.
Building	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 10:00 p.m.
Cafeteria	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Cashier's Office	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	REMOTE
Computer Lab E112	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Workforce & Community Educ.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	REMOTE
Financial Aid	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	REMOTE
Fitness Center	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Library* ¹	9:00 a.m. - 8:00 p.m. * ¹	9:00 a.m. - 8:00 p.m. * ¹	9:00 a.m. - 8:00 p.m. * ¹	9:00 a.m. - 8:00 p.m. * ¹	9:00 a.m. - 3:00 p.m.
Mac Lab	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Nursing Lab	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.
OASIS Center	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Purchasing	8:30 a.m. – 4:30 p.m.	8:30 a.m. – 4:30 p.m.	8:30 a.m. – 4:30 p.m.	8:30 a.m. – 4:30 p.m.	8:30 a.m. – 4:30 p.m.
Registrar	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	REMOTE
Student Programs	10:00 a.m. - 5:00 p.m.	10:00 a.m. - 5:00 p.m.	10:00 a.m. - 5:00 p.m.	10:00 a.m. – 5:00 p.m.	REMOTE
TASC	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 4:00 p.m.
Veteran Affairs	REMOTE	8:00 a.m. - 4:30 p.m.	REMOTE	8:00 a.m. - 4:30 p.m.	REMOTE
Welcome Center	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	REMOTE

*¹ Appointment only Monday/Tuesday 12pm – 4pm; Wednesday/Thursday 2pm – 6pm.

A Listing of Phone Numbers for Often-Used Publishers:

Anderson Publisher

Customer Service 1-800-833-9844

Desk copy 1-877-374-2919

American Medical Association

Customer Service 1-800-621-8335

Desk copy 1-800-621-8335

Email amacatalog@ama-assn.org

Best Value Textbooks

Customer Service 1-800-646-7782

Desk copy braeb@bvtpublishing.com

Cambridge University Press

Customer Service 1-800-872-7423

Desk copy www.cambridge.org

Cengage Publisher

Customer Service 1-800-354-9706

Desk copy 1-800-842-3636

Brooks/Cole

Chapman & Hall

Course Technology

Delmar

Heinle & Heinle

Souther- Western

Wadsworth

West Houghton-

Mifflin

Columbia University Press

Customer Service/Desk Copy 1-800-343-4499

Dearborn Financial Publishing

Customer Service 1-800-554-4384

Desk copy X 4414

Customer Service 1-800-338-3987

Desk copy 1-800-338-3987 # opt. 3

Elsevier

Customer Service 1-800-545-2522

Pub Rep-Sean Paravano

800-222-9570

s.paravano@elsevier.com

Mosby

Saunders

Churchill Livingstone

Butterworth-Heinemann

F.A. Davis

Customer Service/Desk Copy 1-800-323-3555

Fire Protection Publication

Customer Service 1-800-654-4055

Desk copy www.IFSTA.org

Goodheart & Wilcox

Customer Service 1-800-323-0440

Desk copy www.G-W.com

Greenwood Heinnemann

Customer Service/Desk Copy 1-800-225-5800

Hopkins Fulfillment

Customer Service 1-800-537-5487

Desk copy hfcustserv@press.jhu.edu

John Wiley & Sons

Customer Service 1-800-225-5945

Desk copy 1-800-225-5945 opt 3

Jones & Bartlett

Customer Service 1-800-832-0034

Desk copy 1-800-832-0034 opt 3

National Book Network/Rowman & Littlefield

Customer Service 1-800-462-6420

Pearson

Customer Service 1-800-922-0579

Desk copy 1-800-526-0485

Addison Wesley
Benjamin Cummings
Allyn & Bacon
Longman
Prentice Hall

Macmillan Publishers

Customer Service/Desk Copy 1-888-330-8477
MPS
Bedford St. Martin
WH Freeman
Worth

McGraw Hill

Customer Service/Desk Copy 1-800-338-3987

Morton Publishing Company

Customer Service/Desk Copy 1-800-348-3777

Oxford University Press

Customer Service/Desk Copy 1-800-445-9714

Sage Publications

Customer Service 1-800-819-7243
Desk copy 1-800-819-7243 ext. 7800

Townsend Press

Customer Service/Desk Copy 1-800-772-6410

Vista Higher Learning

Customer Service 1-800-269-6311

Waveland Press

Customer Service/Desk Copy 1-847-634-0081

W.W. Norton

Customer Service 1-800-233-4830
Desk copy 1-800-233-4830 opt 4

*For Specific Company Representatives, or For Additional Publishers, call the
Campus Bookstore at (860) 887-6842.*

A

215-9011 Academic Division – C213
 215-9258 Accounts Payable – F106
 215-9308 Accounts Receivable – A107
 215-9254 Accounting Office – C241
 Ext. 19020 Admissions – A113
 215-9016 Admissions Welcome Desk
 215-9017 Advising - A119
 215-9452 Allen, Elizabeth – C206
 215-9402 Amenta, Kevin – C136
 215-9403 Amor, Karen – C266
 215-9201 Andeen, Cynthia – C213
 215-9202 Angel, Lori – C247
 215-9203 Angulo, Olan – C135A
 215-9018 APL – D113
 215-9204 Appadwedula, Kumar – C123
 215-9465 Arpin, Cynthia – C220
 215-9404 Arrieta, Celeste – C112
 215-9405 Ashton, Teri – C228

B

215-9207 Baillargeon, Betty – C211C
 215-9209 Barboza, Barbara – C241
 215-9210 Barfield, Kem – E123/C213C
 215-9406 Barry, Todd – C272
 215-9429 Basu, Vandana – C170
 215-9407 Bennett, Richard – C260
 887-6842 Bookstore – A101
 215-9284 Boyko, Wayne – C135F
 215-9214 Brammer, Jon – C113
 215-9215 Briggs, Kenneth – A106
 215-9216 Browder, Terry – C135D
 215-9217 Brown, Phyllis – A109
 215-9219 Burbine, Matthew – C113
 215-9410 Burch, Marcel – C256
 215-9026 Bursar's Office – A109
 215-9476 Burton, Patrick – C162
 215-9276 Business Office – C241

C

215-9295 Caffary, Amanda – C213A
 215-9220 Calvert, Jodi – A110
 215-9302 Career Services Office – A119
 215-9484 Carr, Beverly – D201
 215-9412 Carroll, Pamela – C116
 215-9413 Carta, Michael – C168
 215-9026 Cashier's Office – A109
 This number is redirected to the Call Center @ CTDLC
 215-9312 Castillejo, Jacqueline – A109
 215-9301 Charette, Ronda – C245
 215-9033 Child Care Center – E102
 215-9225 Cohen, Skye – C135B
 215-9226 Columbus, Brad – E207
 215-9415 Comeau, Mark – C218
 215-9238 Contac-EOC – A104
 215-9029 Copy Center – D207
 215-9231 Cortegiano, Denise – A210

215-9017 Counseling – A119
 215-9418 Crouch, Jeffrey – C122
 215-9229 Cullan, Andrew – C135A
 215-9032 Current (Main) – E121
 215-9031 Current (Business) – E121

D

215-9473 Dahlen, Aaron – C140
 215-9234 Dean, Sandra – C241
 215-9004 Dean of Academics – C213
 215-9002 Dean of Administration – C241
 215-9003 Dean of Student Services – A113
 215-9235 DeBarros-Booth, Terri – A115
 215-9420 Decker, June – C124
 215-9422 Delaney, Terrance – C118
 215-9236 DeLaRosa, Arnie – G105
 215-9496 Delucia, Christopher – E205
 215-9243 DeVeau, Michele – C123A
 215-9237 Dicarlo, Deborah – A126
 215-9320 Dickson, Tracy – D111G
 215-9466 DiFilippo, Victoria – C236
 215-9309 Dillon, Raven – F211
 215-9449 Dobkowski, Thomas – B105
 215-9424 Dopirak, William – C130
 215-9238 Dover, Gloria – A112
 215-9016 Dudley-Mcdermott, Sarah A119

E

215-9510 Emmerthal, Carol – C242
 215-9016 Evening Assistant – A113

F

215-9054 Facilities Management – G100
 215-9234 Facility Reservation- G100
 215-9326 Farwell, Sandra – A113
 215-9900 Fax – Academic Division
 215-9901 Fax – Admin Services
 215-9906 Fax – Admissions
 215-9906 Fax – Advising and Counseling
 215-9904 Fax – Cashiers Office
 215-9907 Fax – Dean of Students
 215-9902 Fax – Financial Aid
 215-9909 Fax – Foundation
 215-9910 Fax – IT Department
 215-9911 Fax – Library
 215-9912 Fax – Maintenance
 215-9913 Fax – Middle College
 215-9914 Fax – Nursing Office
 215-9915 Fax – Payroll Office
 215-9915 Fax – Personnel
 215-9917 Fax – President's Office
 215-9918 Fax – Purchasing
 215-9919 Fax – Registrar
 215-9920 Fax – Student Programs
 215-9902 Fax – Student Services
 445-9186 Fax – SubBase Groton
 215-9902 Fax – Workforce Development

215-9241 Filiatreault, Marc – G103
 215-9040 Financial Aid Office – A111
 215-9254 Fixed Assets (Inventory) C241
 215-9242 Fonner Sr, James – G100
 215-9023 Food Service Office – F131
 215-9043 Foundation – C211

G

215-9266 Gaffney, Kathryn – C211A
 215-9428 Gentry, Michael - C154
 215-9445 Gilot, Cheryl – C262
 215-9430 Gladue, Betti – C138
 215-9002 Goetchius, Stephen – C241
 215-9489 Goldreich, Marcia – E205
 215-9246 Gonzales, Ana – A116
 215-9247 Goyette, Pauline – A115
 215-9431 Graham, Joan – C222
 215-9254 Grants Accounting – C241
 215-9248 Gray, Kathleen – A122
 215-9270 Guild, Craig – C125

H

215-9433 Hagen, Janet – C216
 215-9278 Hannon, Lylah – C123A
 215-9200 Hardy, Judy – C209
 215-9285 Hastings, Traci – D111
 215-9047 Health & Wellness – F105
 215-9007 Hodson, April – C209B
 215-9230 Hoffman, Marie – A112

I

215-9116 Information Center A113
 215-9043 Institutional Advancement
 215-9049 IT Service Desk – C135
 215-9664 IT Training Lab – E108

J

441-0314 Jacobson, Bret- MAC
 215-9439 Jeknavorian, Sandra – C152
 215-9254 Jewett, Diane – C241
 215-9001 Jukoski, M.E. Dr (Pres.) C209

K

215-9211 Keller, Pat – C131
 215-9258 Kelly, James – F104
 215-9325 Kelly, Kevin – A118
 215-9441 Kennedy, Brian – C156
 215-9443 Khan-Bureau, Diba – C264
 215-9444 Knowles, Frederick- C120
 215-9259 Kovic, Hong-Yu – A104
 215-9223 Krug, Maria – A113A
 215-9446 Kugelmass, Dov – C164

L

215-9249 La Casse, Meghan – C211B
 215-9323 Lamiotte, Jonathan – A128
 215-9447 Lamondy Anne – C212
 215-9051 Lib-Circ. Desk – C119
 215-9052 Lib-Ref. Desk – C119
 215-9265 Liscum, Matt – A124
 215-9033 Little Learners – E102



215-9450 Long, Jennifer – C252
215-9053 Lost & Found – Security Desk

M

215-9267 Main, Amy – F100
215-9267 Mail Room – F100
215-9054 Maint-Help Desk – G100
215-9268 Marceau, Chris – C241
215-9451 Martin, Joyce – C204
215-9434 Marvin, Andrew – C160
215-9453 Mayer, Philip Jr. – C146
215-9269 McCarthy-Zaremba, Kacey – C213D
215-9272 McGuire, Jessica – A213
215-9016 McKinley, Kathryn A119
215-9055 Middle College – E205
215-9275 Mitta, Anthony – C247
215-9455 Molkenhain, Kelly – C234
215-9456 Muenzner, Ed – C172

N

215-9421 Nally, Jennifer – C110
215-9477 Neill, Melissa – C246
215-9457 Neufeld, Steven – C142
215-9458 Niedbala, Robert – C224
215-9478 Nixon, Jeff – C208
215-9056 Nursing Admissions – A111
215-9301 Nursing Department – C245

O

215-9436 O'Hare, Will – C202
215-9276 O'Neill, Gayle – C241
215-9489 O'Reilly, Kathleen – D201
215-9459 O'Shea, James – C144
215-9460 Ouellet, Edith – C245B

P

215-9277 Parker, Rashita – A105B
215-9461 Pascal, Donald – C150
215-9462 Patsouris, Peter – C108
215-9275 Payroll Office – C247
215-9222 Perez Jr., Ruben – C135E
215-9060 Personnel Office – C247
215-9061 Placement Testing – A117
215-9007 President's Office – C209
215-9318 Prunier, Carolyn – A119E
215-9258 Purchasing Office – F104

Q

R

215-9463 Rafeldt, Lillian – C230
215-9283 Ramos, Donna – A105B
215-9063 Receiving – F100
723-0624 Region President's Office C158
215-9064 Reg. Office – A115
215-9474 Ricker, Nicola - C270

S

215-9319 Saad, Kenneth – C247A
215-9409 Sahoo, Soumyashree – C106

215-9288 Salva, Cheryl – C213
215-9467 Samuelson, Leslie – C238
215-9488 Santerre, Pamela – E205
215-9492 Savoie, Jeffery – E205
215-9053 Security Desk – Main Lobby
215-9066 Security Supervisor
215-9470 Selke, Sarah – C214
215-9471 Selvaggio, Joe – C268
215-9291 Senay, Sue – A111
215-9520 Shaw, Marie – VM only
215-9023 Shea, Kathy – F131
215-9287 Shelton, Alexa – C211
215-9472 Sherrard, James – C210
215-9267 Shipping & Receiving
215-9509 Simmons, Daryl – D207D
215-9493 Singletary, Heather – E205
215-9475 Skahan, Sheila – C250
215-9490 Slocum, Sarah – E201
215-9506 Smith, Rachael – C232
215-9313 Smith, Valerie – F104
215-9438 Sonstroem, Sara – C226
215-9293 Spaziani, Rhonda – C148
215-9251 Strong, Amy – G101
215-9017 Student Development-A119
215-9308 Student Billing – A107
215-9072 Student Government – F207
215-9073 Student Organization – F209
215-9074 Student Programs – F211
215-9016 Student Services – A113
215-9076 Student Workshop
215-9479 Stutz, Michael – C258
445-5575 Subase Staff
215-9297 Sullivan, Erin – A114
215-9298 Summa, Louise – C208

T

215-9061 Testing Office – A119E
215-9480 Tisch, Roxanne – C248
215-9208 Title IX Coordinator – C131
215-9481 Topping, Susan – C254
215-9482 Turner, Suzanne – C240
215-9082 Tutoring Desk – C113

V

215-9286 Vasselle, Laura – C123
215-9442 Vesligaj, Mark – C128
215-9083 Veteran's OASIS – F203
215-9235 Veteran's Office – A115
215-9489 Vincent, Dennise – D201

W

215-9294 Ware, Daniel – A113B
215-9210 WebCT Contact – E117
215-9116 Welcome Desk – A113
215-9303 Wellington, Veda – A115
215-9047 Wellness Center – F105
215-9304 Wichser, Meg – A120
215-9289 Willcox, Elizabeth – A119D

215-9306 Williams, Pamela – C119
215-9307 Williamson, Betty – A115
215-9245 Wolff, LuAnn – C245C
215-9487 Wong, Chun Kong – E201
215-9028 Workforce Development – A111
215-9082 Writing Center Desk – C113

Y

Z

215-9292 Ziegler, Alycia – F211
215-9485 Zenie, Heidi – C-104
215-9419 Zupan, Jillian – C244

Service Email Addresses:

IT support:

TR-servicedesk@trcc.commnet.edu

Facilities support:

TR-FacilitiesServiceDesk@trcc.commnet.edu

Three Rivers Community College Cisco Phone User Training Guide

Cisco Telephone with Voice Messaging



SECTION 1: Cisco Basic Phone Tasks

SECTION 2: Cisco Unity Voicemail



CONNECTICUT STATE
COLLEGES & UNIVERSITIES
BOARD OF REGENTS FOR HIGHER EDUCATION

Three Rivers Community College Cisco Phone User Training Guide

CISCO Phone Tasks

To place an inside call: (will be 5 digits **example: 52xxx**)

- **Lift** the Handset, **dial the number**
OR
- **Press** the Speaker button, **dial the number**
OR
- **Press** the NewCall soft key, **dial the number**
OR
- **Press** the Headset button, **dial the number**

To place an outside call: (You Must Always Dial 8 and the 10 Digits **example: 8 860-xxx-xxxx**)

- **Lift** the Handset, **dial 8** to access an outside line and **dial the number**
OR
- **Press** the Speaker button, **dial 8** to access an outside line and **dial the number**
OR
- **Press** the NewCall soft key, **dial 8** to access an outside line and **dial the number**
OR
- **Press** the Headset button, **dial 8** to access an outside line and **dial the number**

To place a call to 911:

- **Lift** the Handset and then **dial 911** instead of a ten-digit phone number
OR
- **Lift** the Handset and then **dial 9911** instead of a ten-digit phone number
OR
- **Lift** the Handset and then **dial 8911** instead of a ten-digit phone number

To answer a call:

- **Lift** the Handset
OR
- **Press** the Answer soft key
OR
- **Press** the Speaker button
OR
- **Press** the Headset button

To end a call:

- **Hang** up the Handset
OR
- **Press** the EndCall soft key
OR
- **Press** the Speaker button

To put a call on Hold:

- Press the **Hold** soft key
- To return to the call, press the **Resume** soft key
- If multiple calls are on hold, use the **Navigation button**, which is the up down arrow button, to select the desired call before you press **Resume**

Note: Placing a call on hold generates Music on Hold. Please avoid placing a conference call on hold.

Three Rivers Community College Cisco Phone User Training Guide

To Park a call: (Your Park Range is 14100-14299)

1. Press the **Park** soft key

Note: Your PARK Extension will be displayed on your Phone. You Must Remember This Extension.

To Pick up a Parked Call: (Your Park Range is 14100-14299)

- ✓ Lift Handset
- ✓ Dial park number, **Example: 14100**
- ✓ You will then be connected to the party

To Blind Transfer a call:

- ✓ Press the **Transfer** soft key
- ✓ Dial the extension
- ✓ Press the **Transfer** soft key to complete

To Announce Transfer a call:

- ✓ Press the **Transfer** soft key
- ✓ Dial the extension
- ✓ When the party answers, let them know about the call
- ✓ If they want the call press the **Transfer** soft key to complete
- ✓ If they do not want the call, resume the initial call. Let the caller know the person is not available.

To Transfer a call Direct to Voicemail:

- ✓ Press the **Transfer** soft key
- ✓ Dial the * and the extension (*52XXX)
- ✓ Press the **Transfer** soft key to complete

To create an ad hoc Conference call:

- ✓ Initiate the call
- ✓ Press the **Conference** soft key
- ✓ Dial the number of the party you would like to add to the call
- ✓ Once the party answers press the **Conference** soft key to join to the call
- ✓ This may be done more than once to add additional parties

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To Redial a number:

- To redial the most recently dialed number, press the **Redial** softkey.

To view missed calls:

- ✓ Press the **Directories** button.
- ✓ Press **1** for Missed Calls
OR
Press Select

To Call Forward your extension to Voicemail:

1. Press the **CFwdAll** soft key
 2. Press your **Messages** button
- Note: Press the **CFwdAll** soft key to cancel the Call Forward to Voicemail

To Call Forward your extension to an Extension:

1. Press the **CFwdAll** soft key
 2. Enter the desired extension
- Note: Press the **CFwdAll** soft key to cancel the Call Forward

To Remove Call Forwarding:

1. Press the **CFwdAll** soft key

To Mute a Call:

2. Press the **Mute** button. To disengage Mute, press the **Mute** button again.

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CISCO UNITY VOICEMAIL

Login to Unity

From a Cisco phone:

1. Press **Message** key
2. Enter your PIN

Remote voicemail access:

1. Dial your phone number
2. Press the *
3. When prompted for your ID, enter your 5 digit extension
4. When prompted for your PIN, enter your PIN

First-time Enrollment (This must be done from your phone)

*During this phase you will be guided by Unity to **Record your Name**, **Change your temporary PIN** from 123456 and **Record a Personal Greeting**.*

1. Press the **Messages** button
2. Enter your temporary PIN 123456
3. Follow the prompts to create your new PIN, must be 6 digits minimum
4. Follow the prompts to create your name and personal greetings

TO CHANGE YOUR RECORDED NAME

LOG INTO YOUR MAILBOX

1. **Press 4** (Setup Options), **Press 3** (Personal Settings), **Press 2** (Record Name)
2. wait for tone
3. Record your name, then press **#**

CHANGE YOUR PASSWORD

LOG INTO YOUR MAILBOX

1. **Press 4** (Setup Options), **Press 3** (Personal Settings), **Press 1** (Change Password)
2. Enter your new password, then press **#**
3. Enter your new password again, then press **#**

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TO CHANGE GREETING SETTINGS

LOG INTO YOUR MAILBOX

- **Press 4** (Setup Options), **Press 1**(Work with Greetings), **Press 3** (Edit Greetings)
- Enter Greeting number When Prompted
- Press **1** to re-record

STANDARD GREETING

This greeting plays during your work hours. This greeting plays unless it is overridden by another greeting.

ALTERNATE GREETING

This greeting plays to indicate special circumstances (vacation). The alternate greeting overrides all other greetings; this includes your primary greeting.

PLAYING MESSAGES

LOG INTO YOUR MAILBOX

- Press **1** to play new messages
- Press **3** to play old messages

DURING A MESSAGE:

1. Press **1**: Repeat
2. Press **2**: Save
3. Press **3**: Delete
4. Press **5**: Change Volume
5. Press **7**: Reverse
6. Press **8**: Pause or continue
7. Press **9**: Fast-forward to end
8. Press *****: Cancel or back up
9. Press **#**: Skip or move ahead

AFTER A MESSAGE:

- Press **1**: Repeat
- Press **2**: Save
- Press **3**: Delete
- Press **4**: Reply
- Press **5**: Forward Message
- Press **6**: Mark as new
- Press **7**: Reverse
- Press **9**: Message Properties
- Press *****: Cancel or back up
- Press **#**: Skip or move ahead